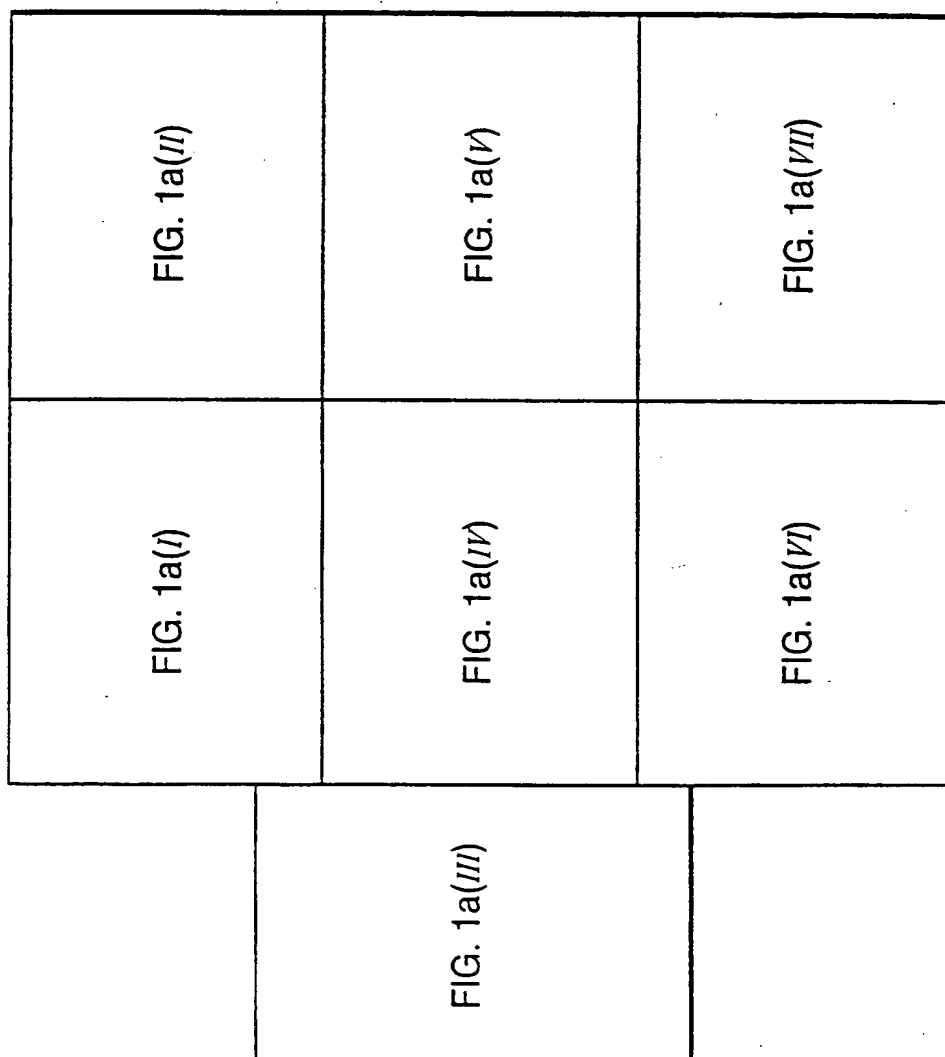


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FIG. 1a



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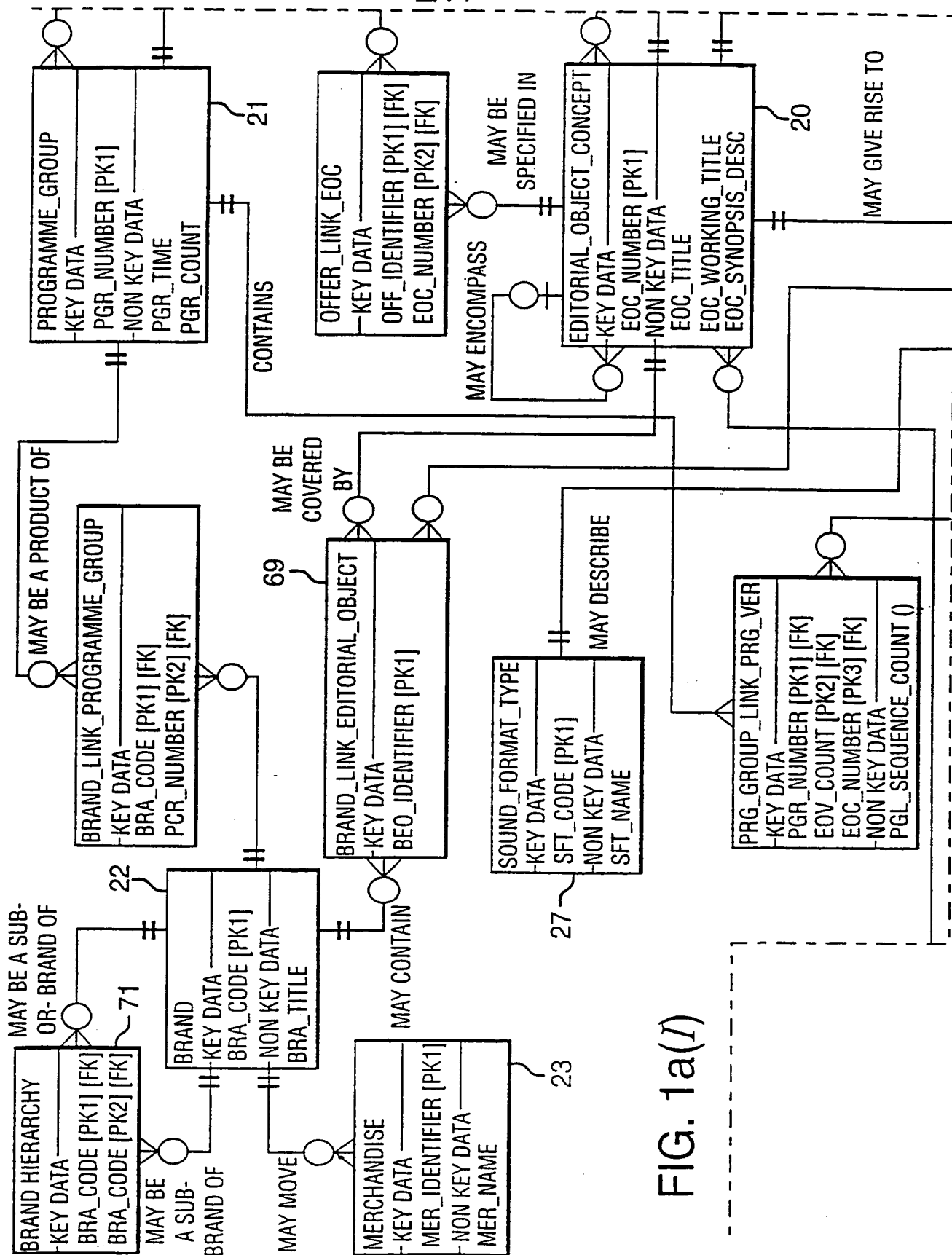
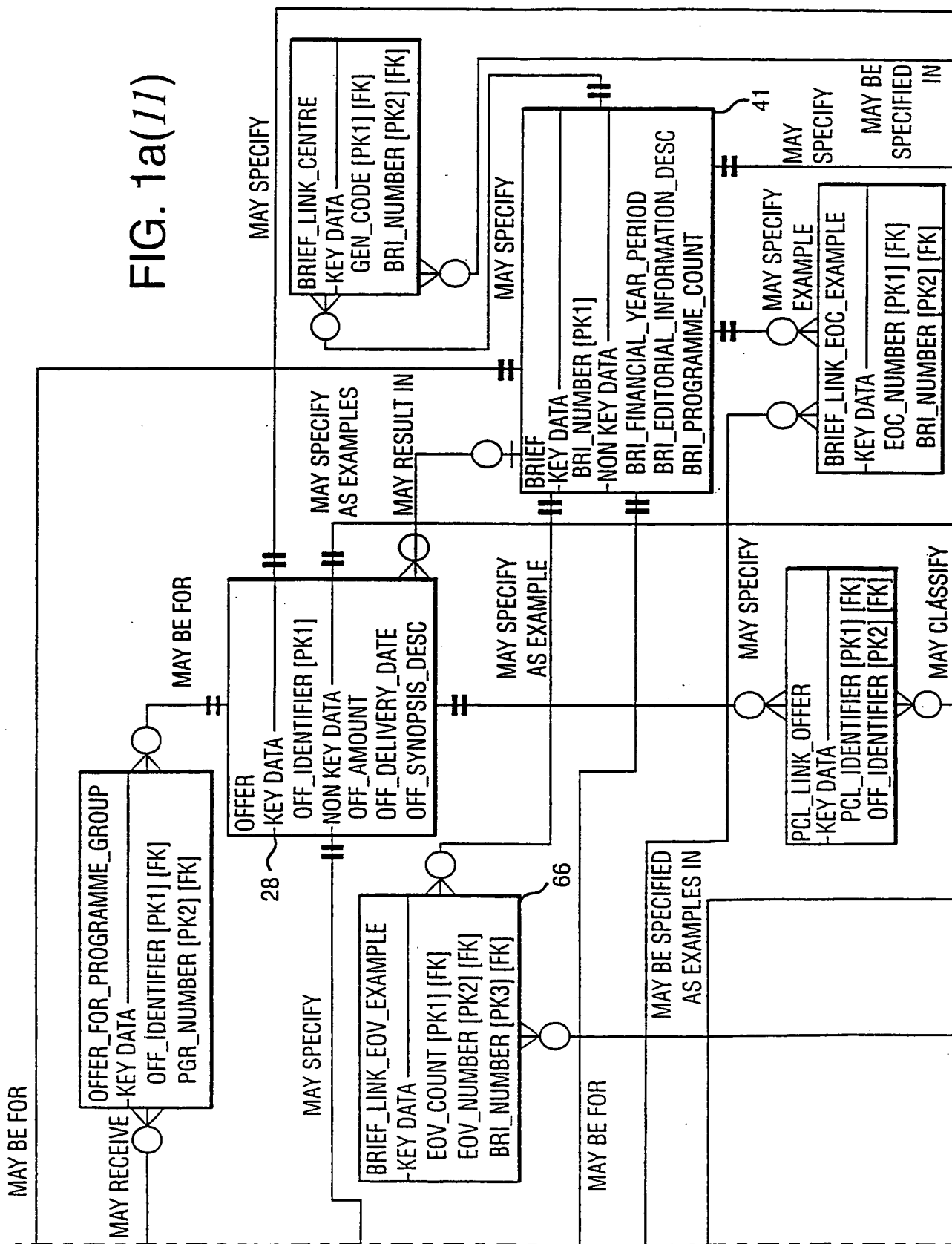


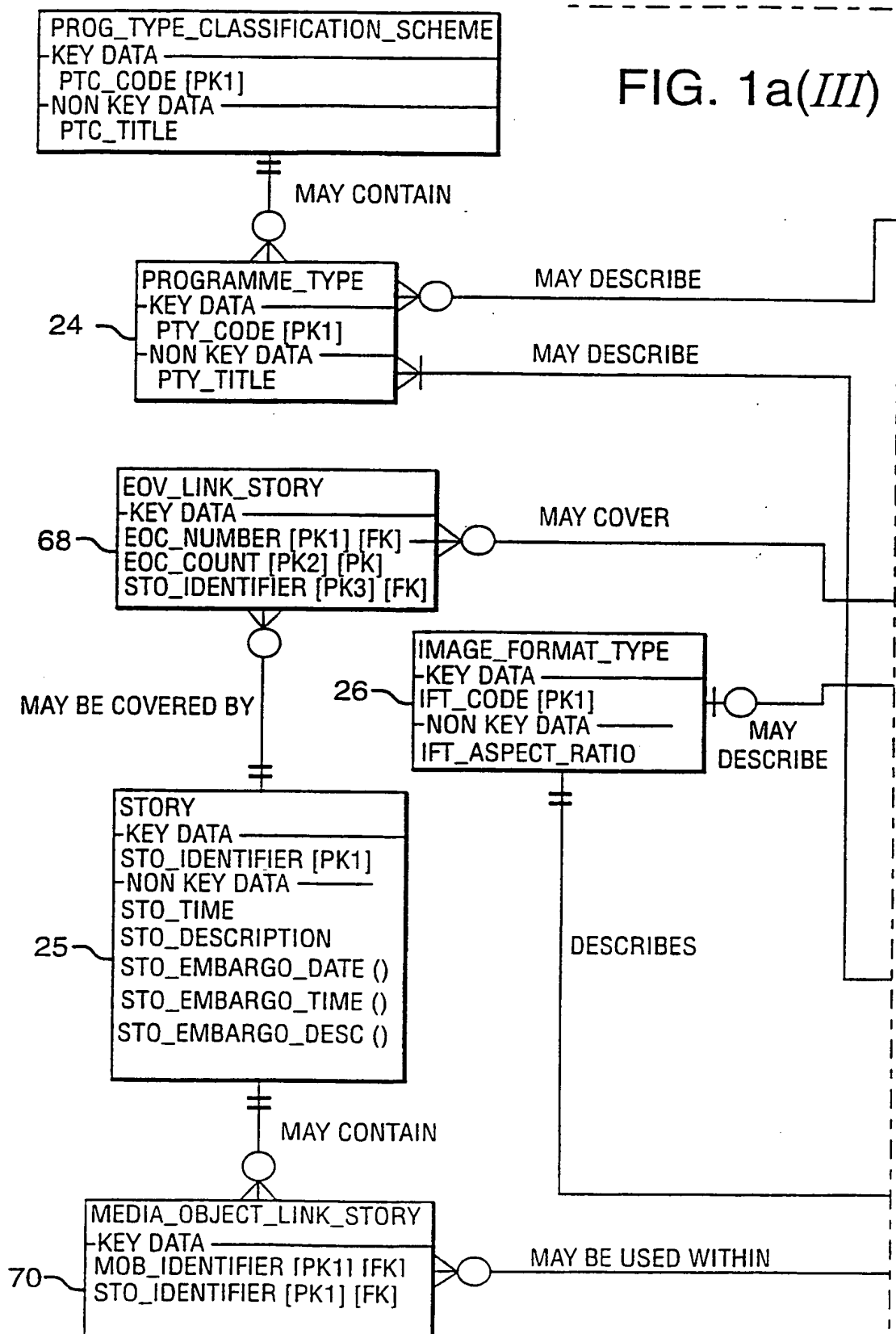
FIG. 1a(I)

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FIG. 1a(11)

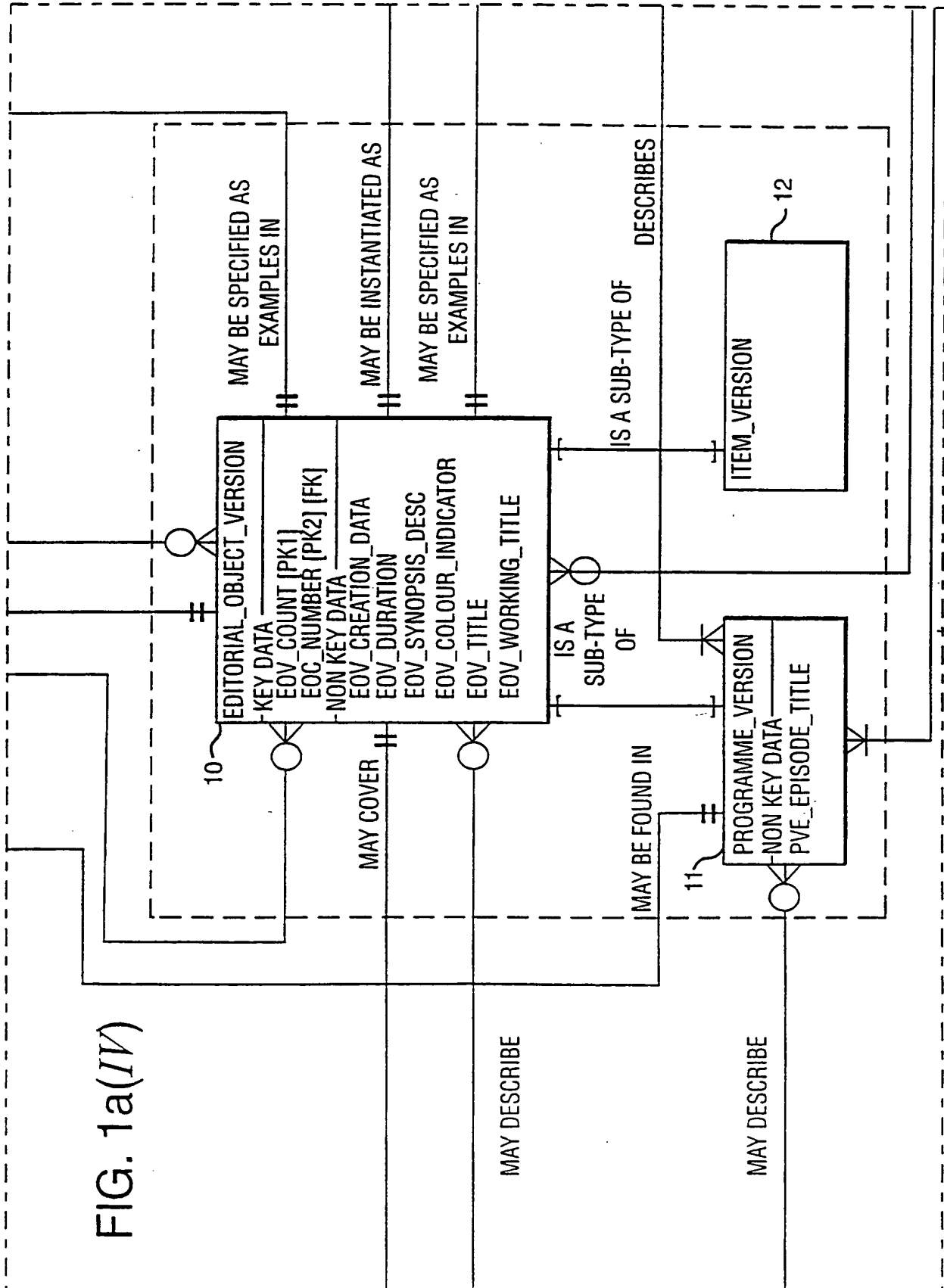


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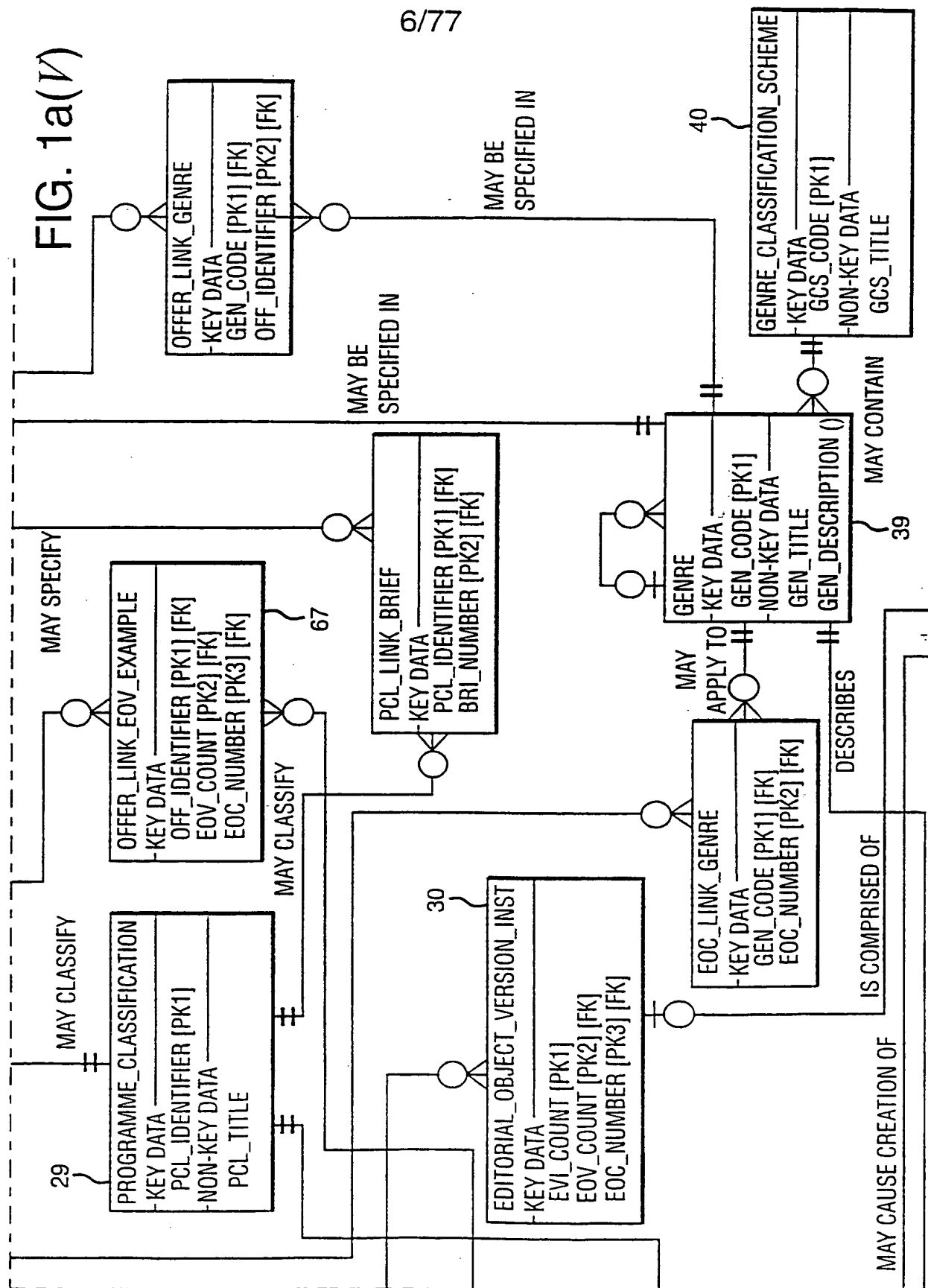
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FIG. 1a(IV)



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FIG. 1a(V)



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FIG. 1a(VI)

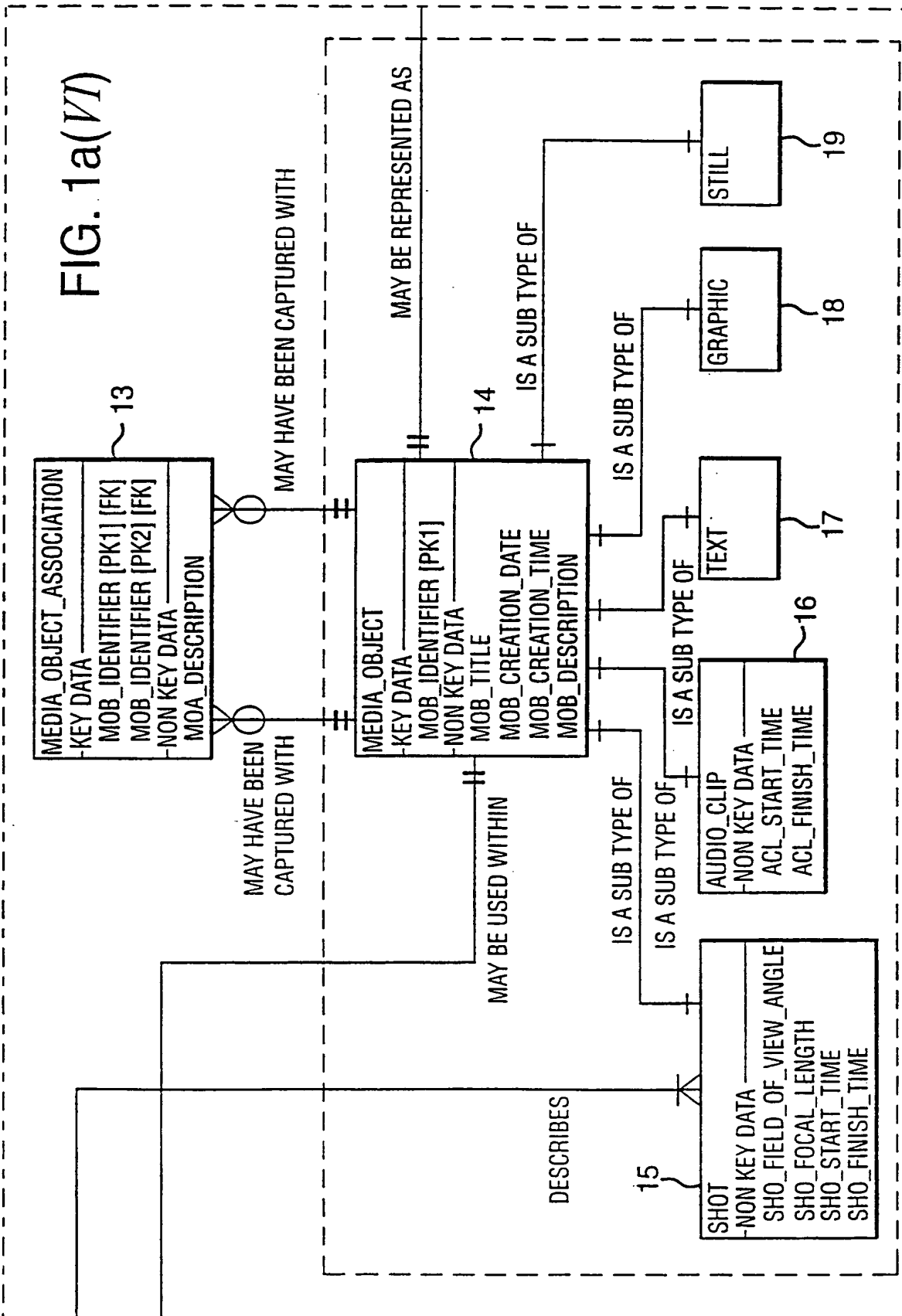
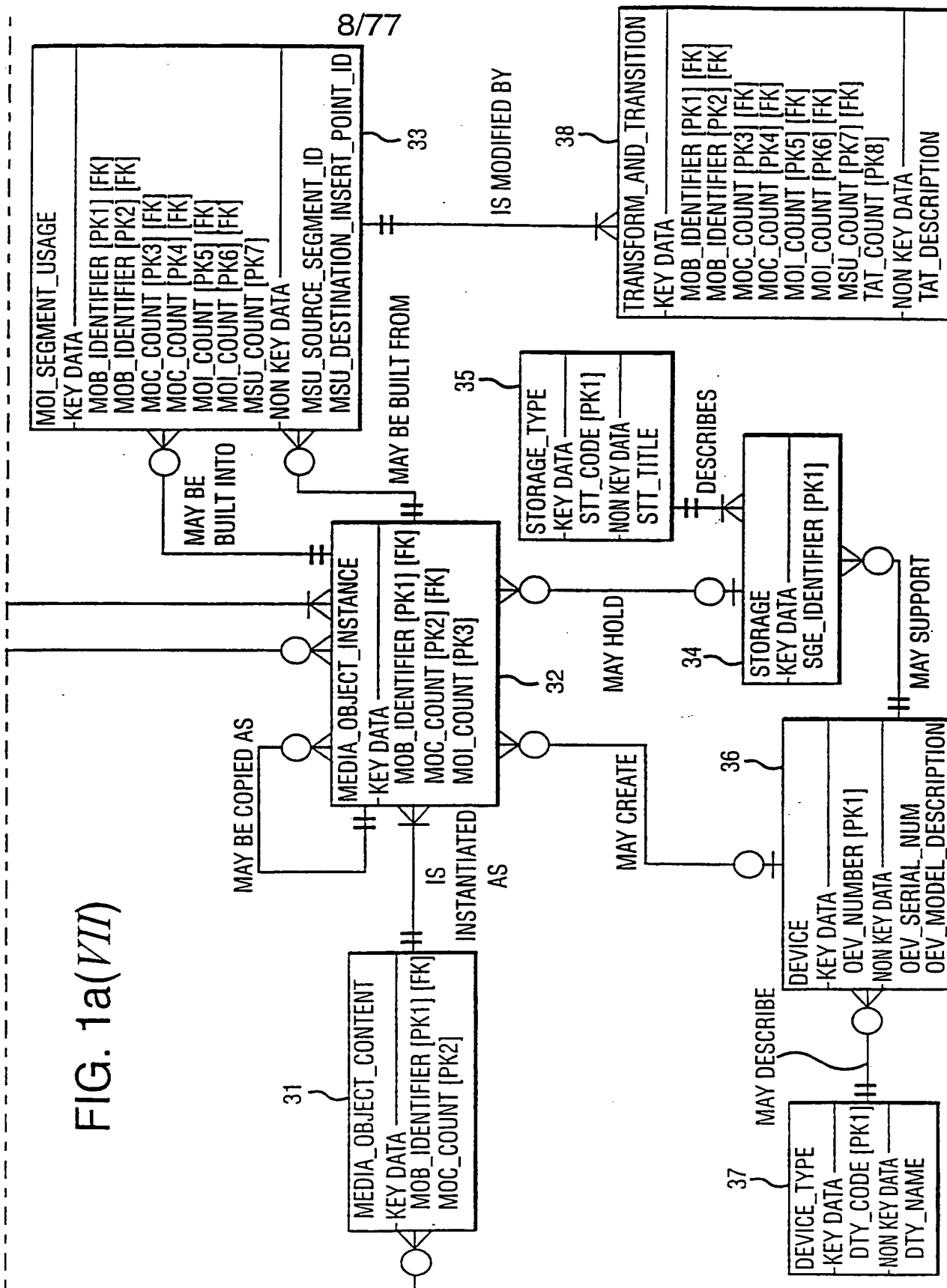
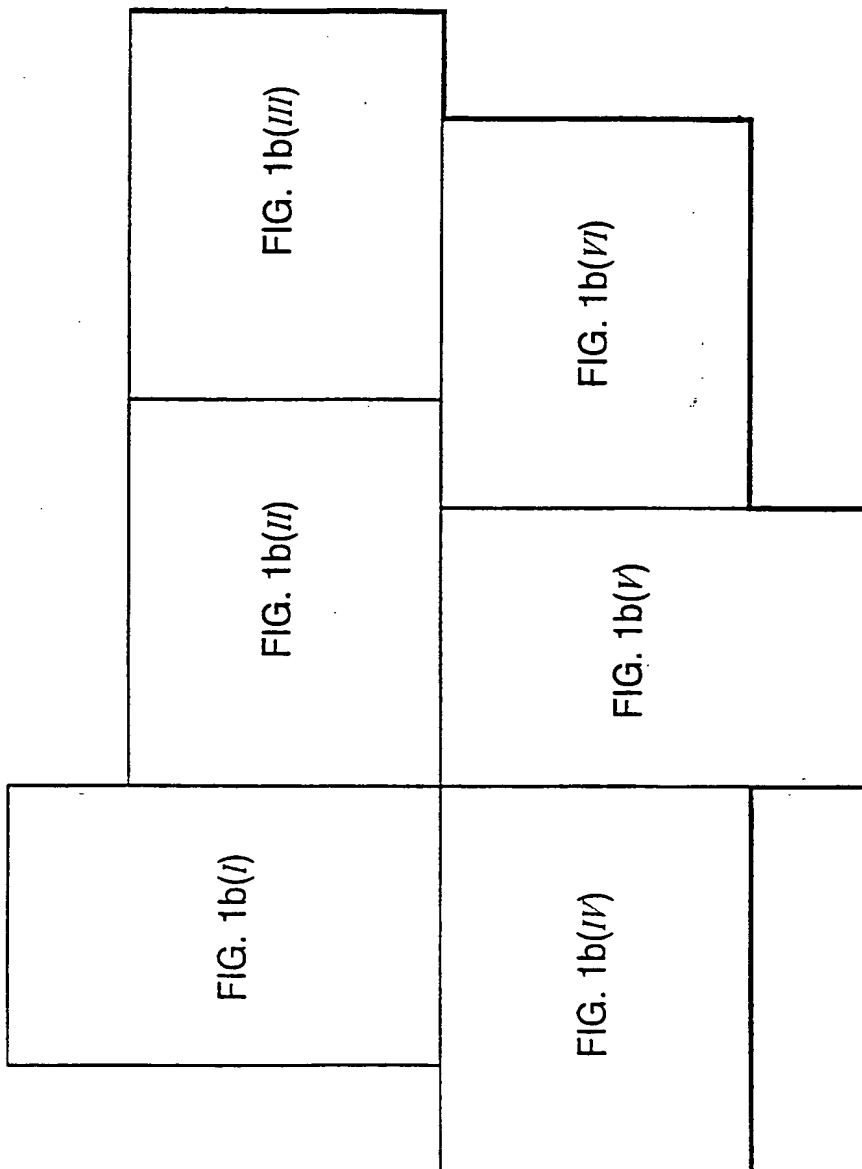


FIG. 1a(VII)



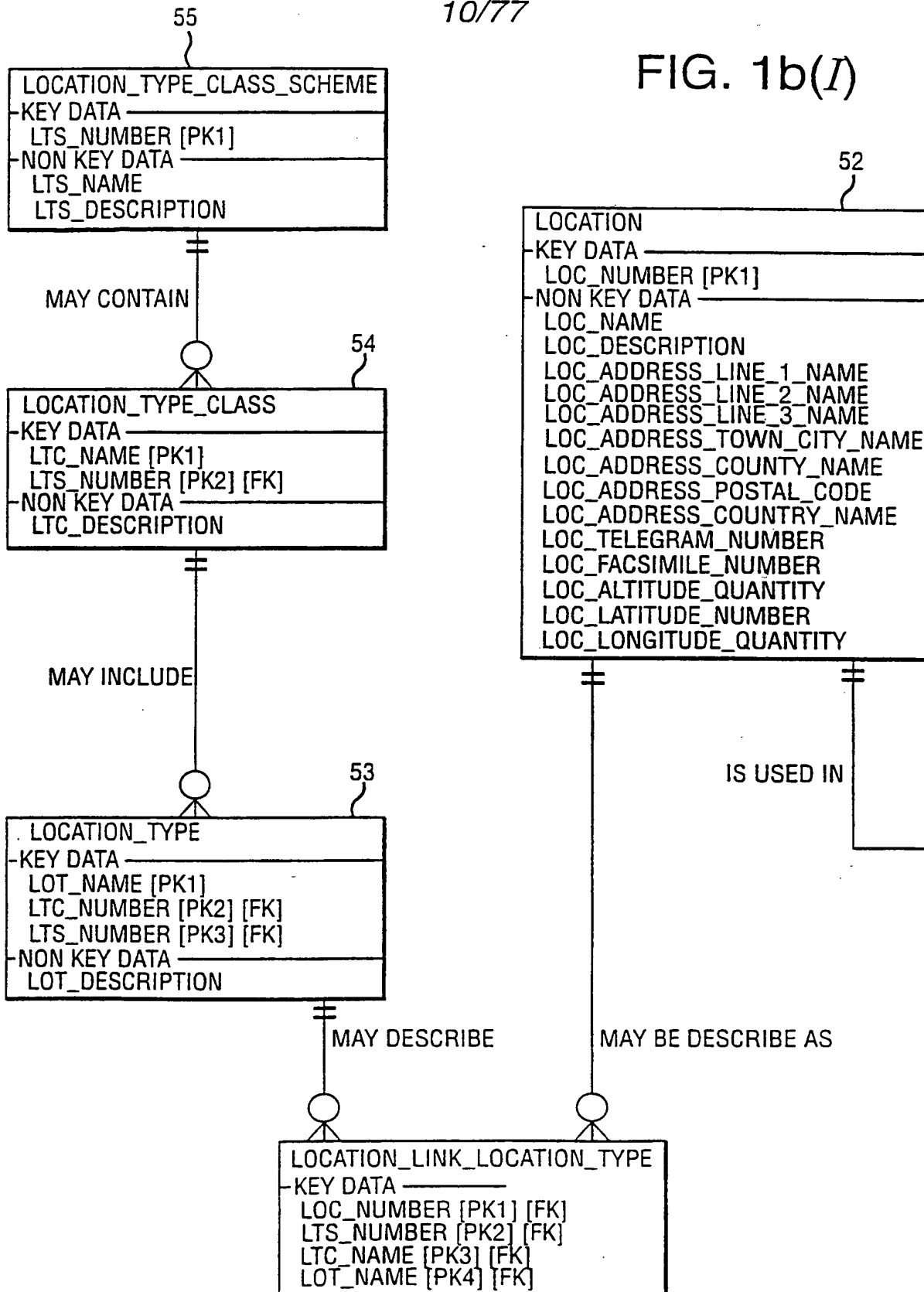
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FIG. 1b



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FIG. 1b(I)



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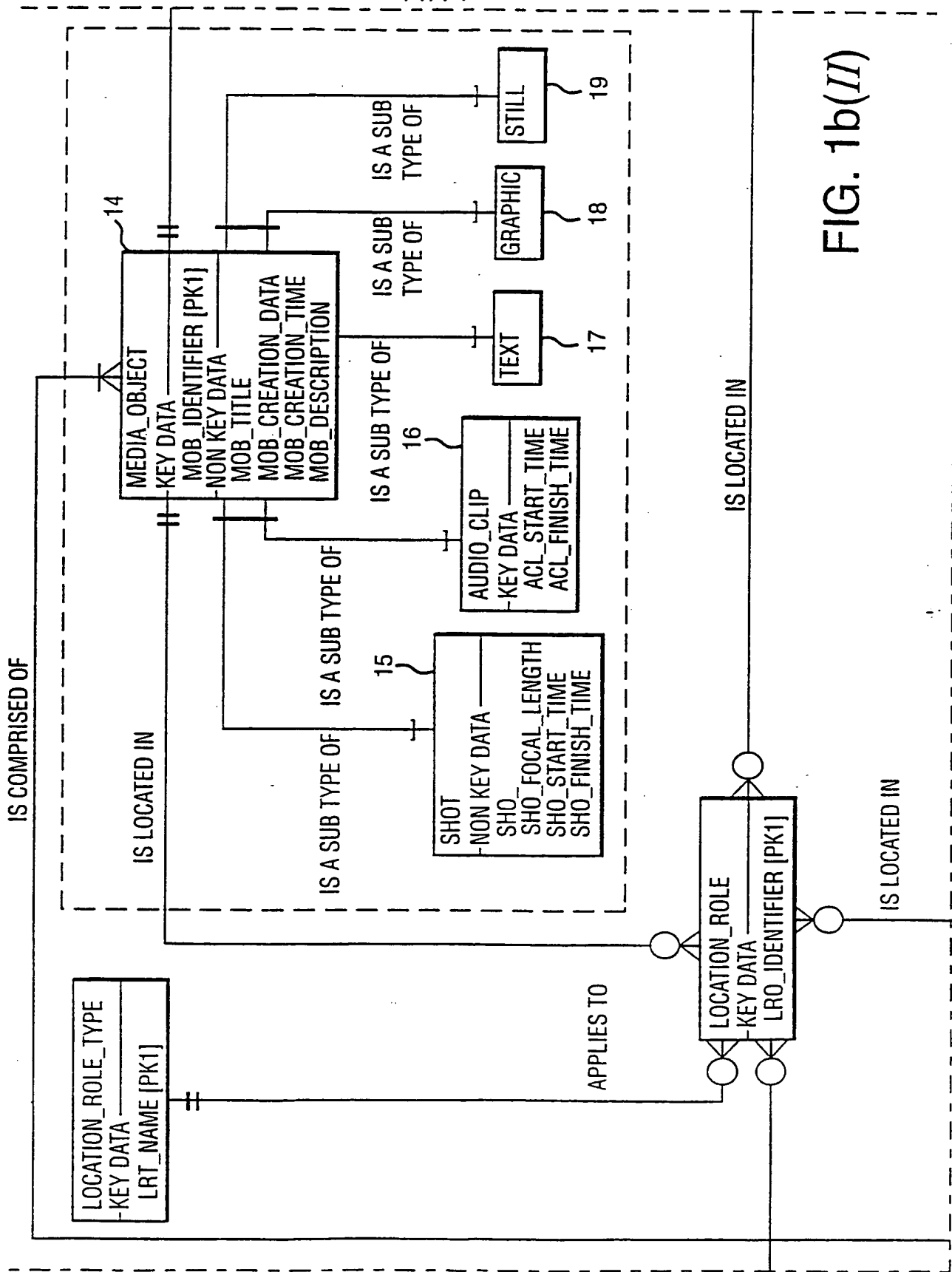
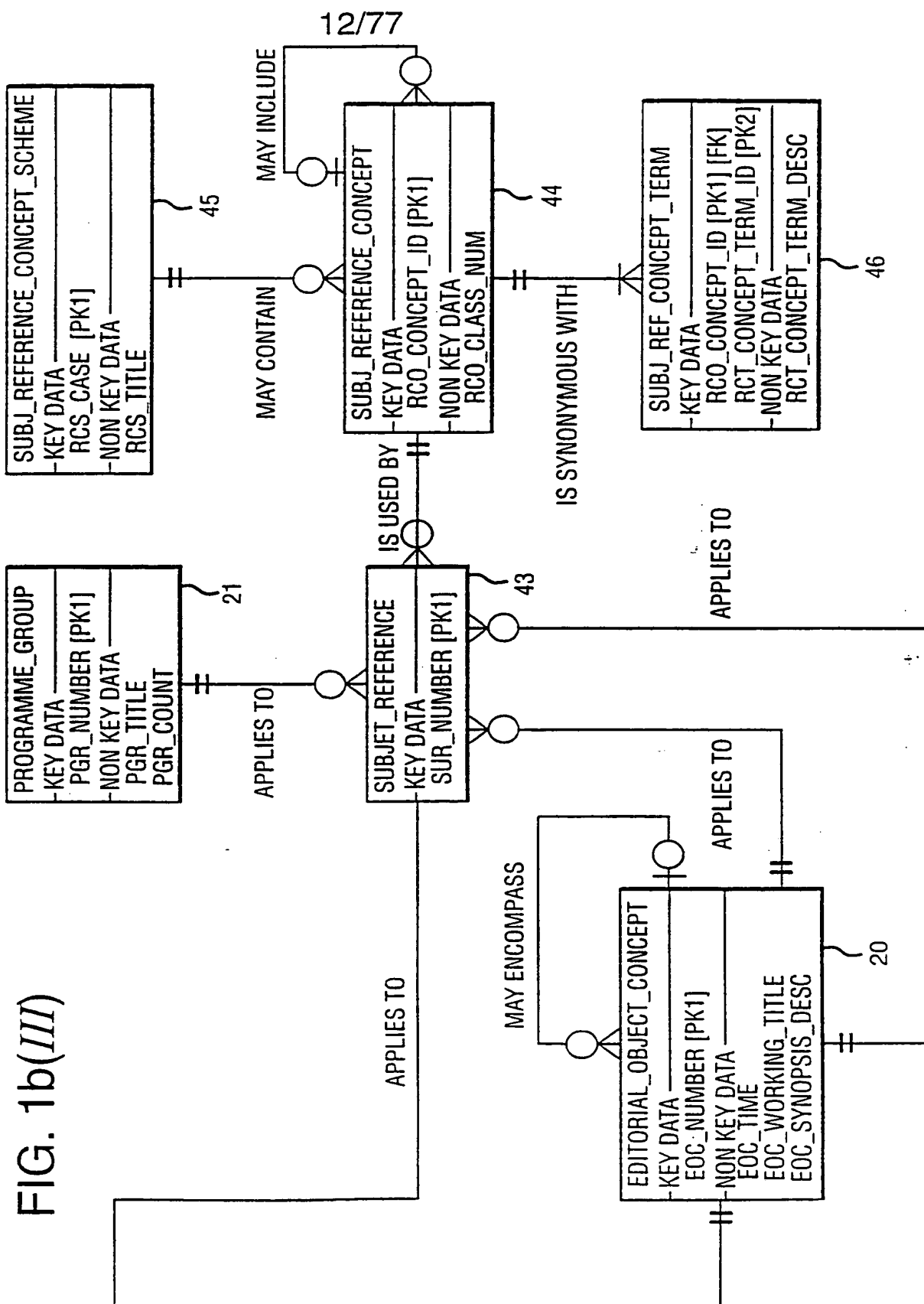
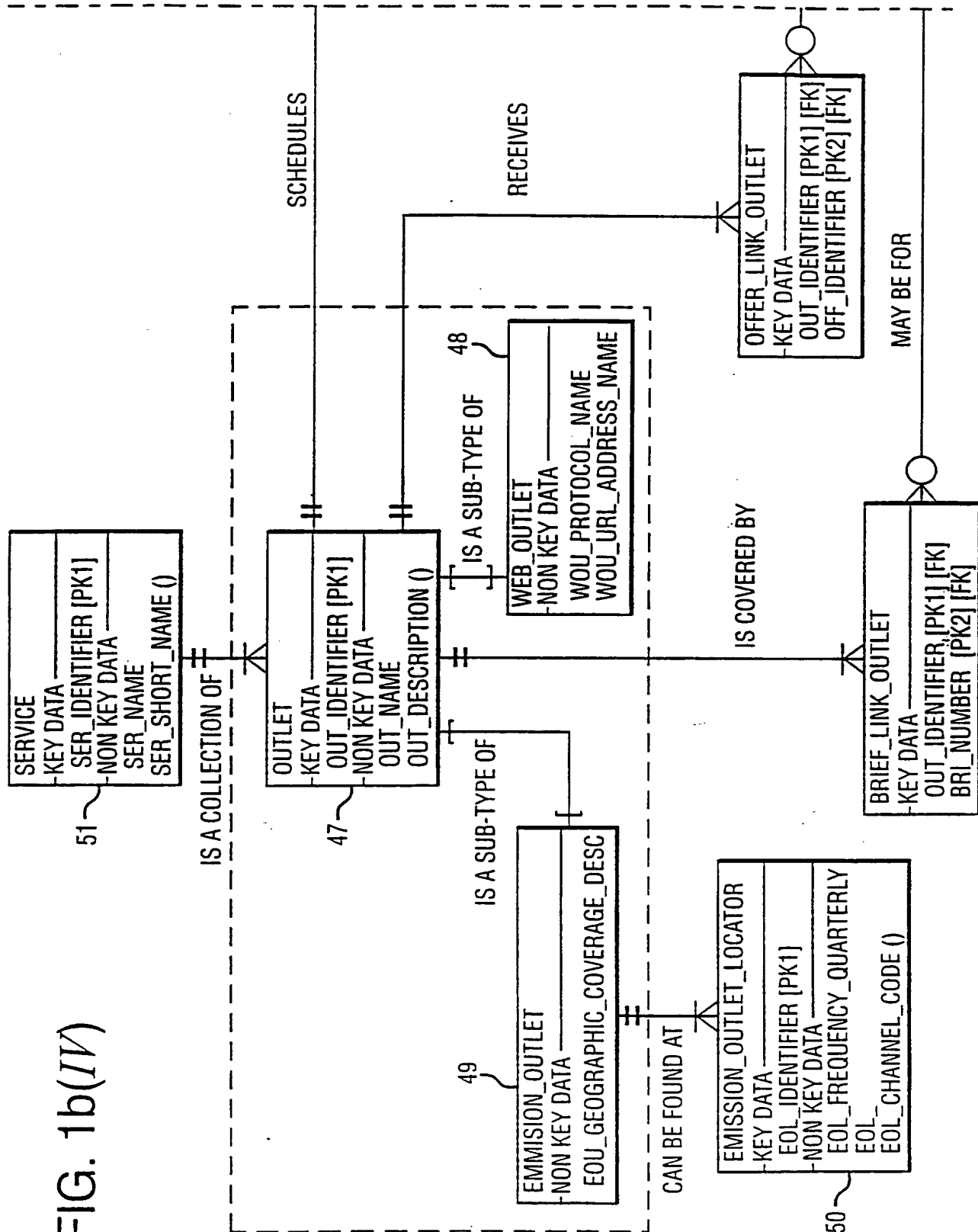


FIG. 1b(II)



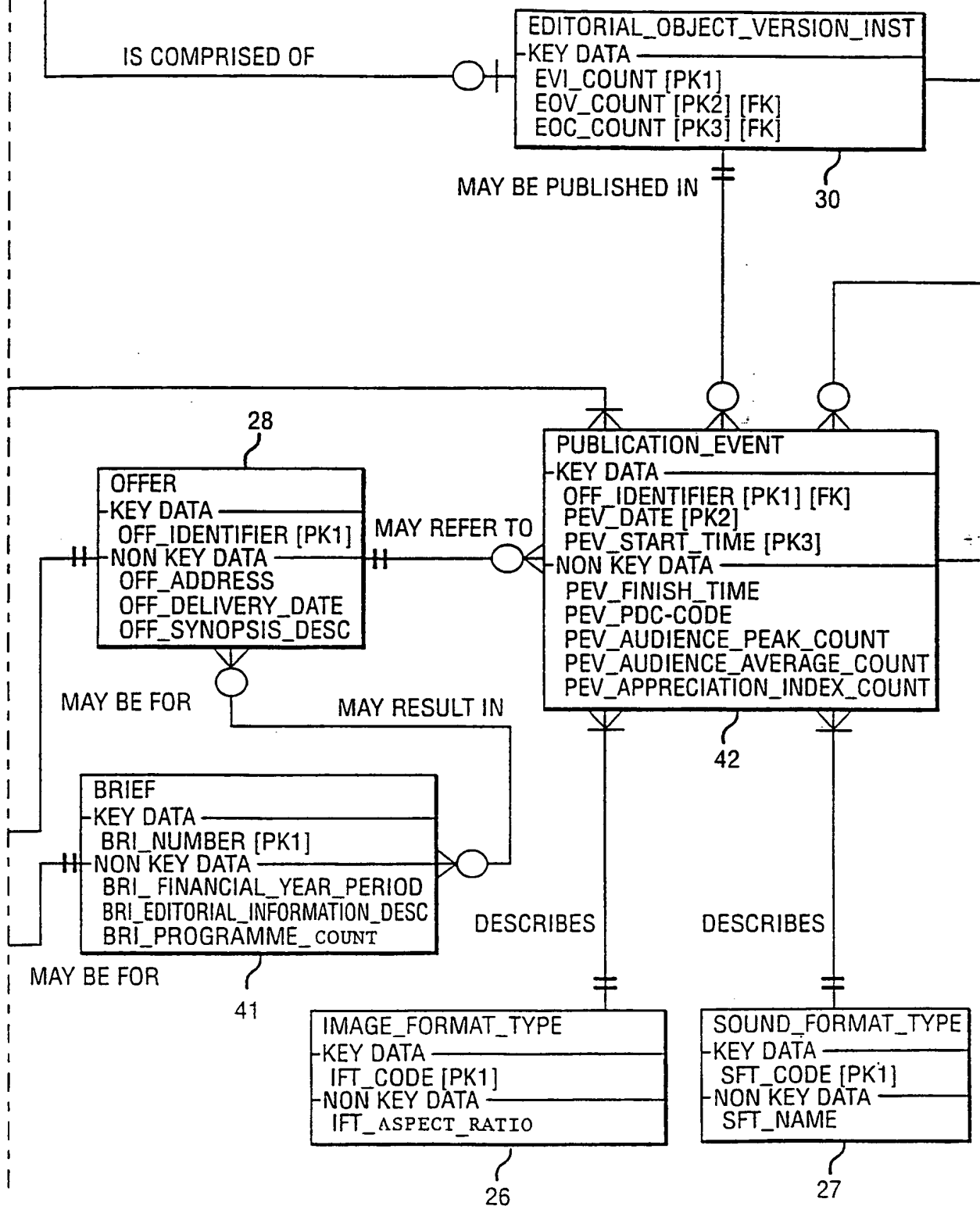
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FIG. 1b(IV)



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FIG. 1b(V)



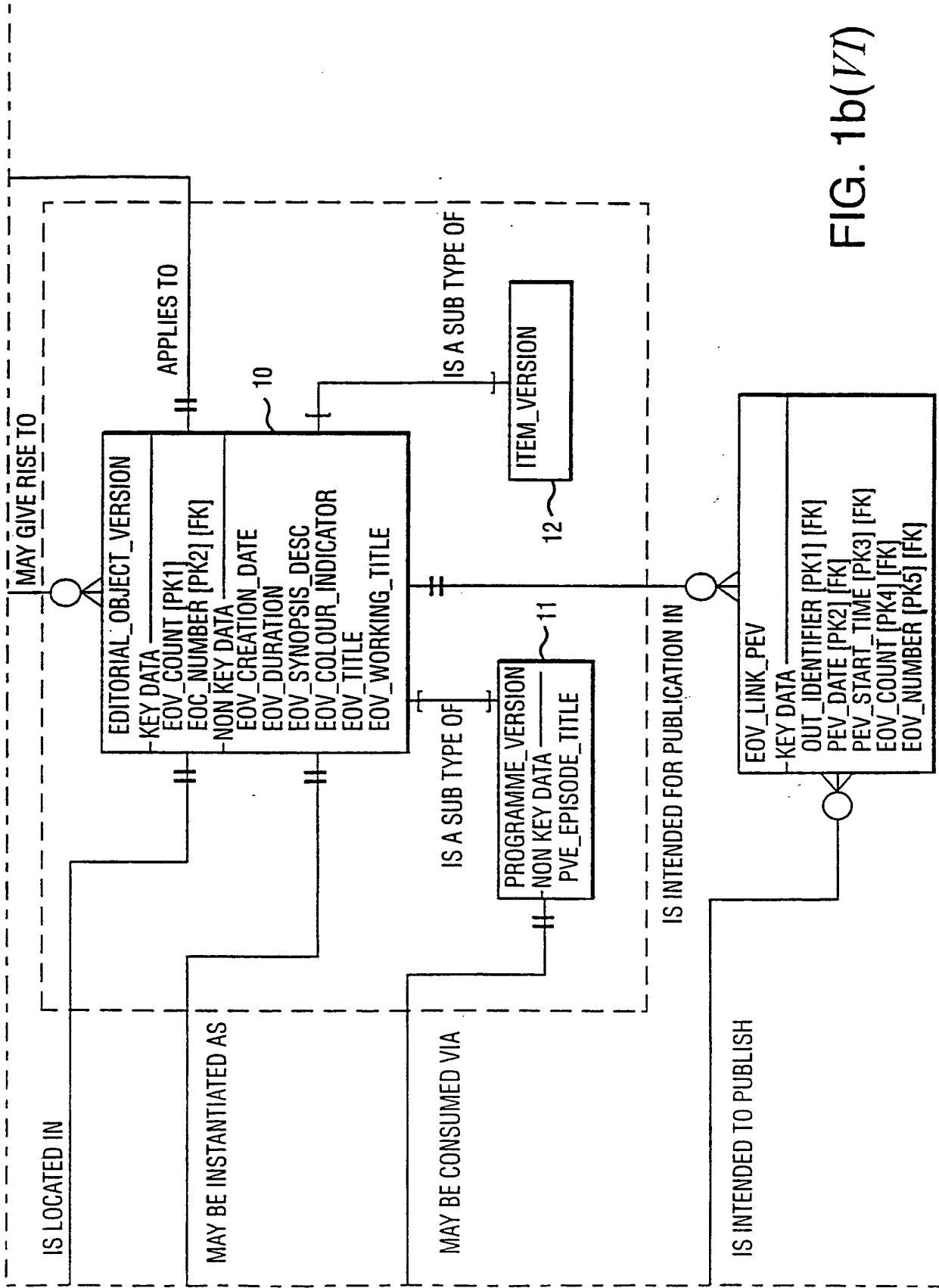
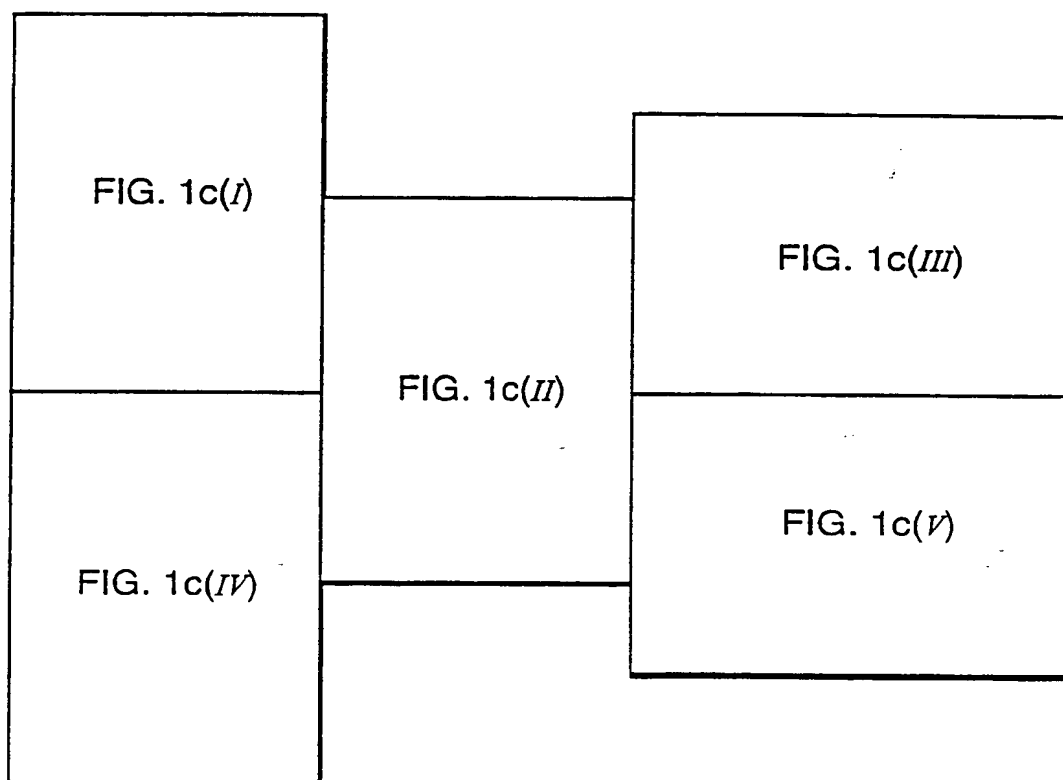


FIG. 1b(VI)

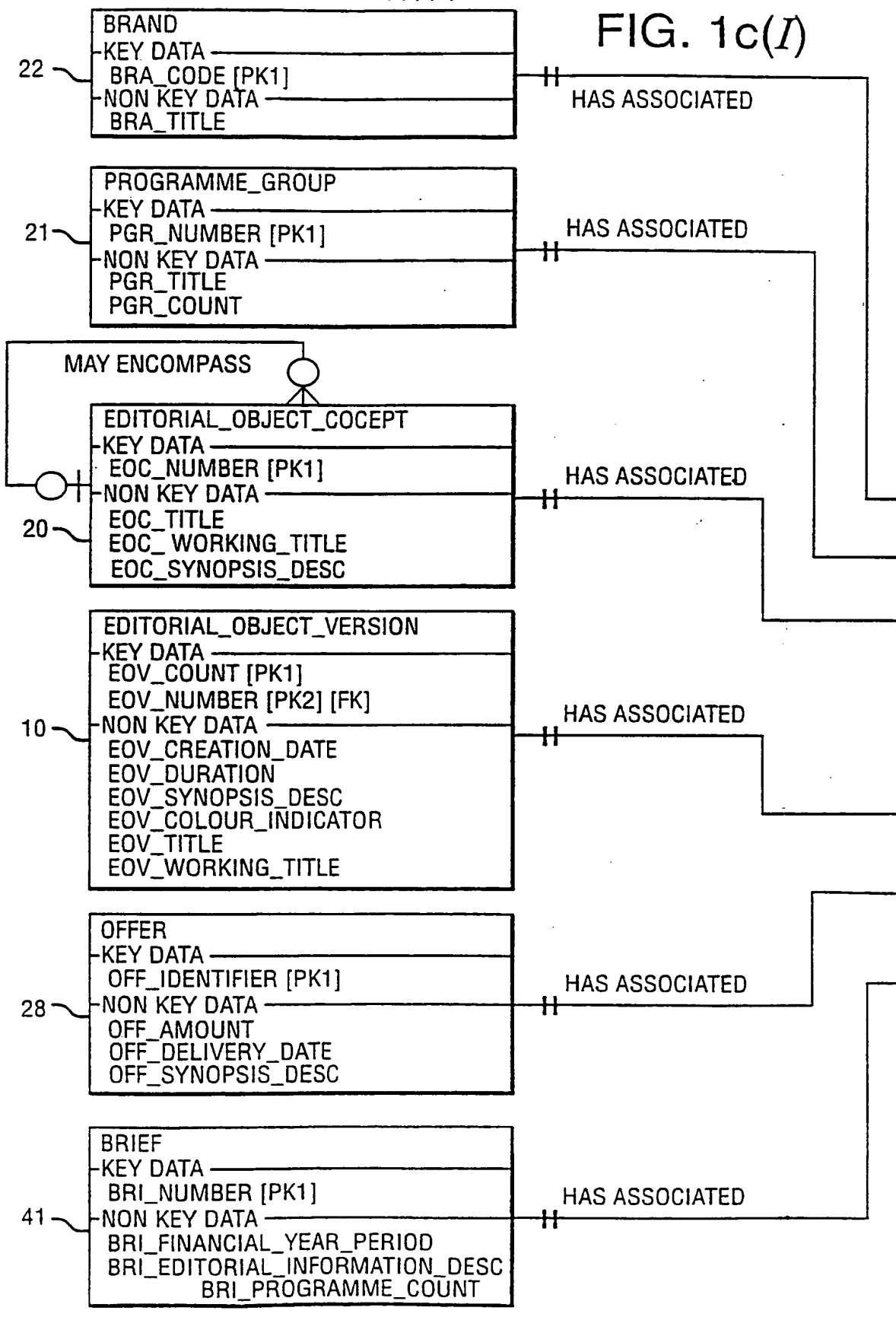
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FIG. 1c



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FIG. 1c(I)



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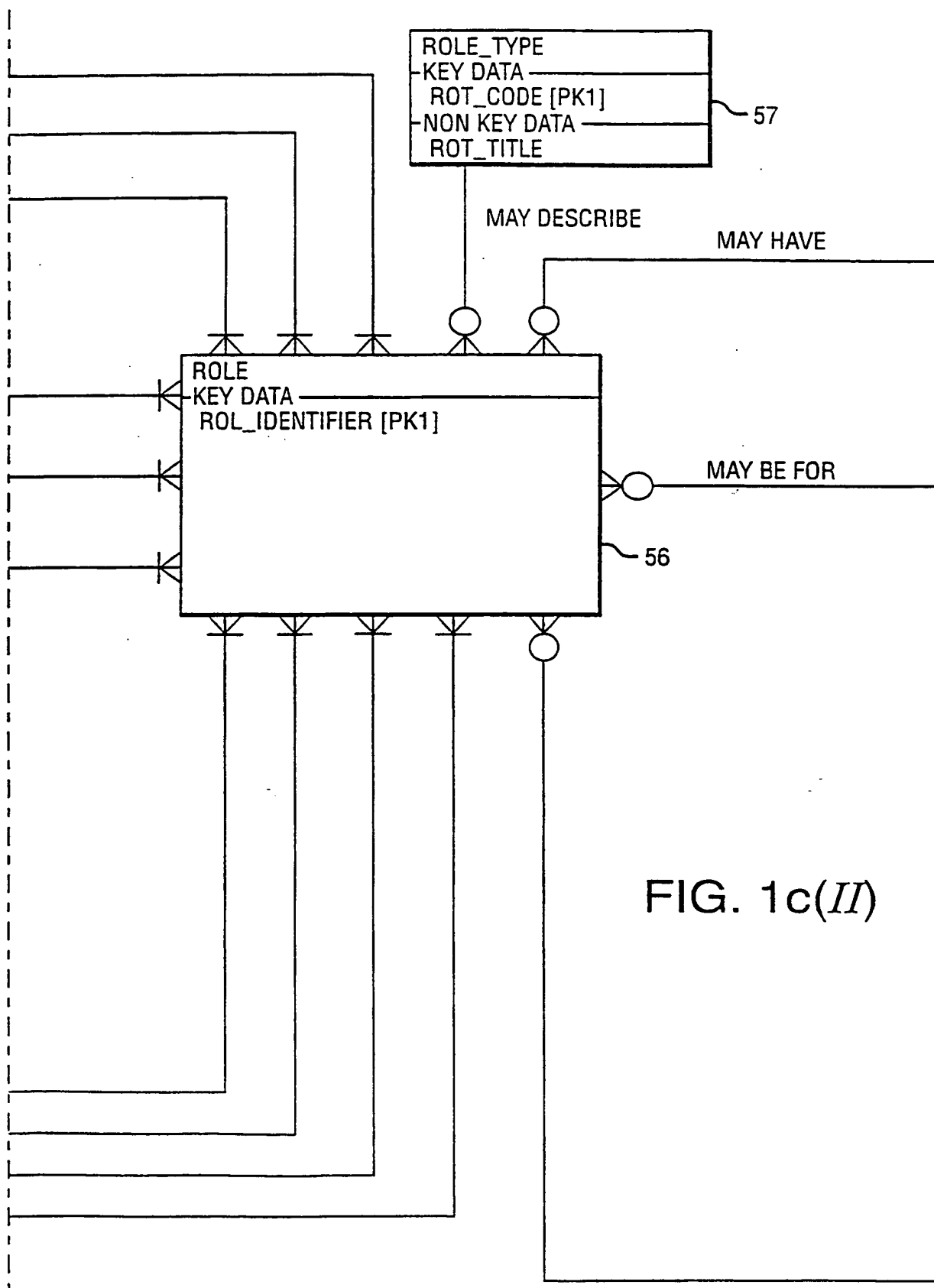
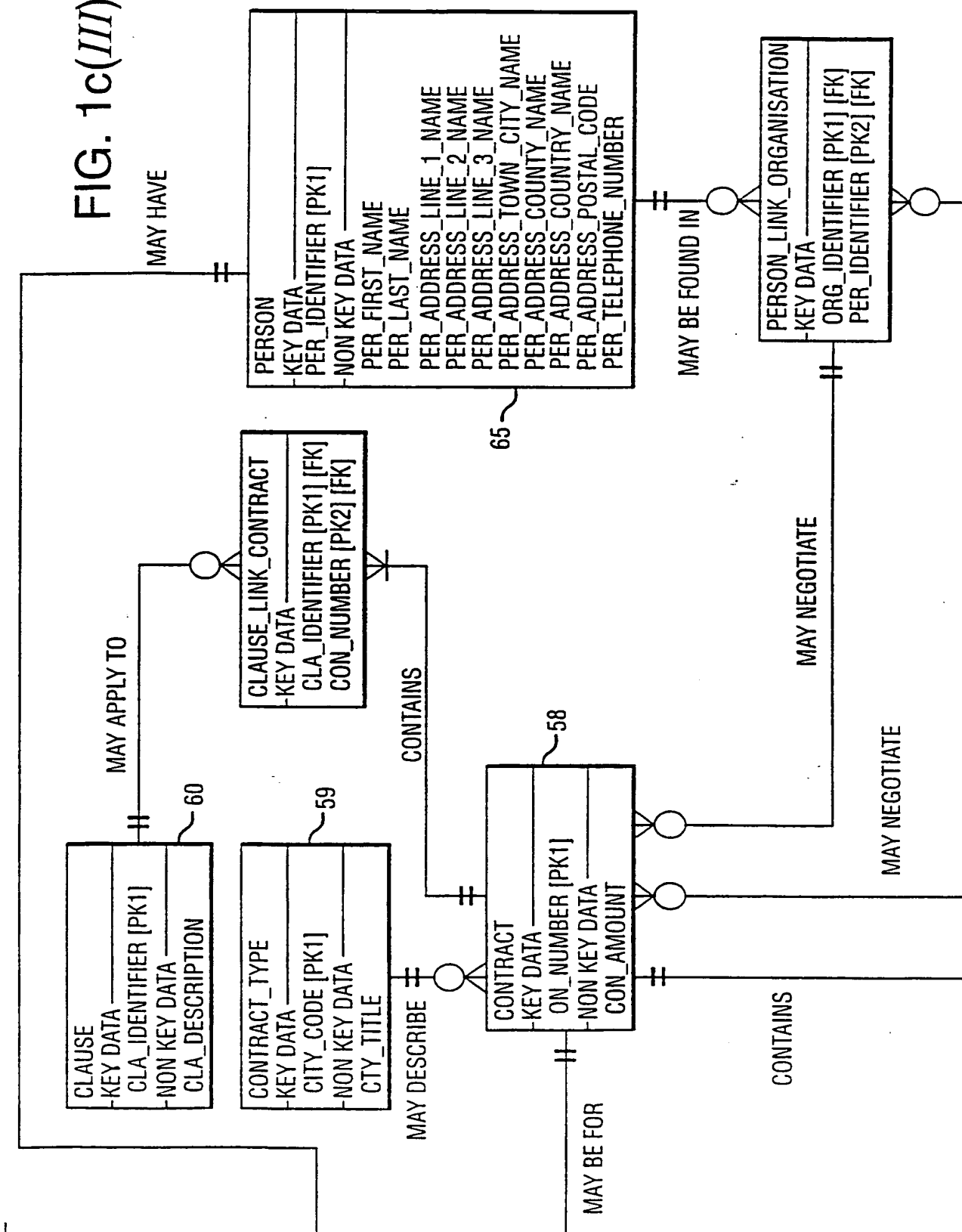
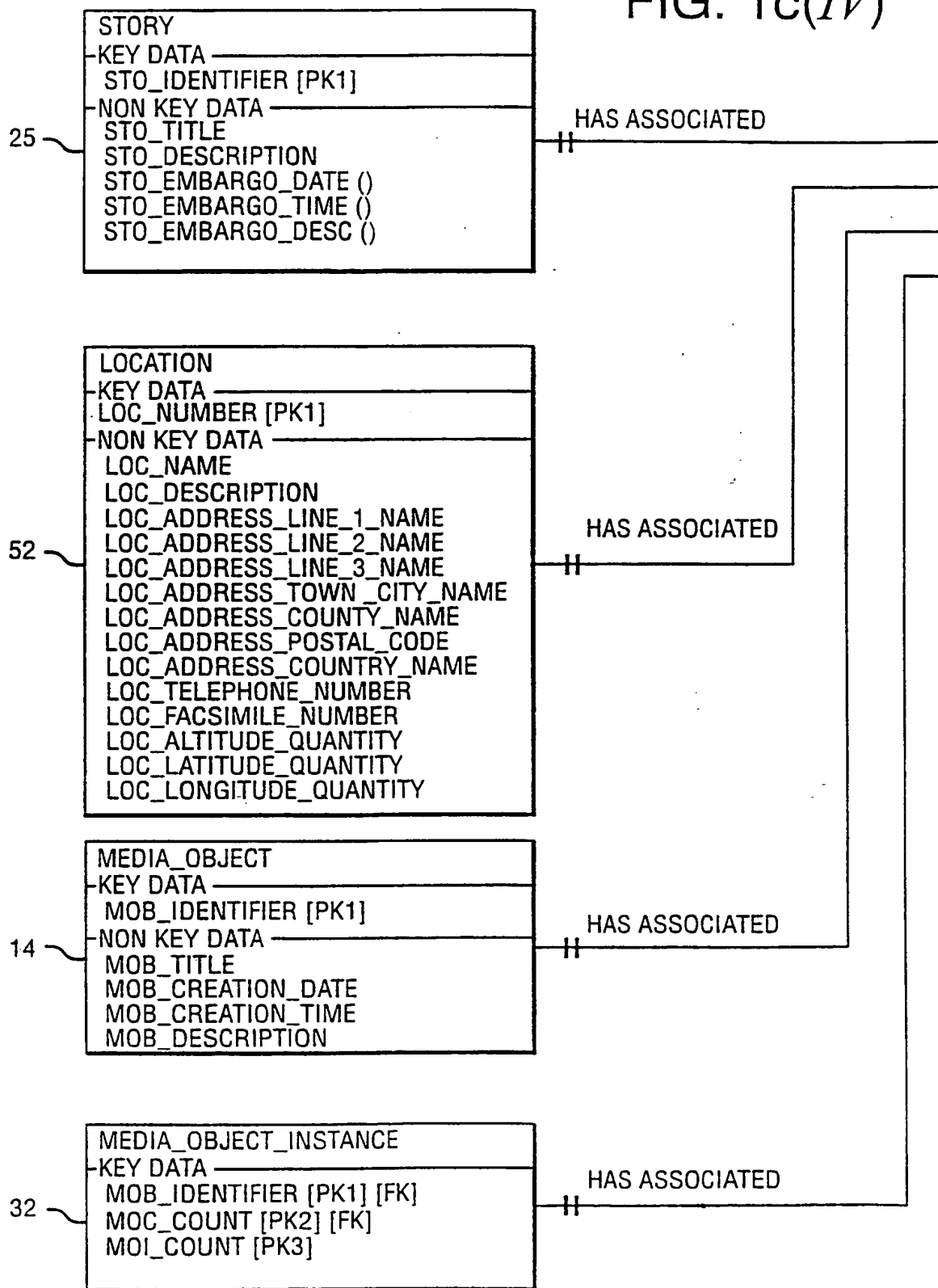


FIG. 1c(II)



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FIG. 1c(IV)



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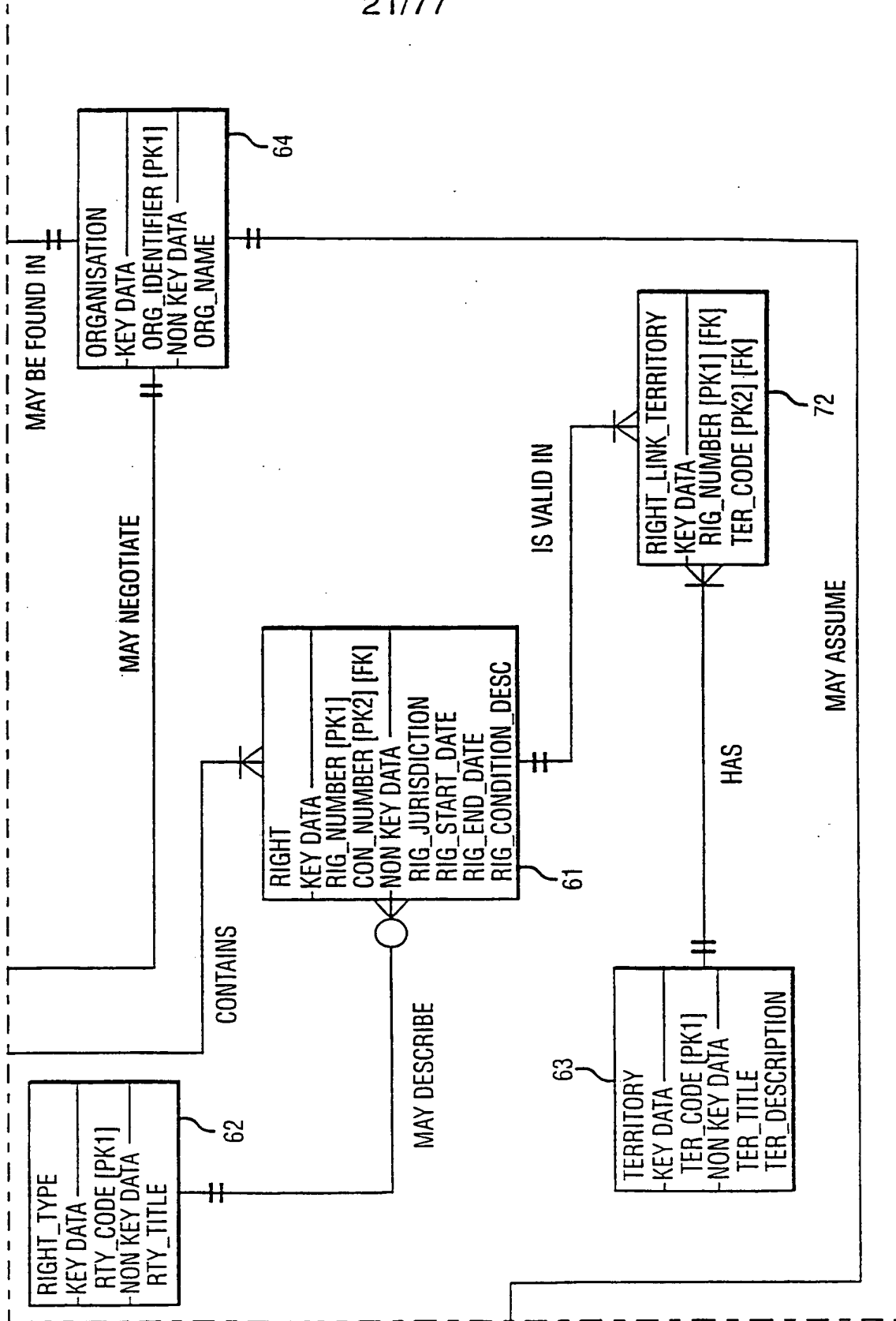


FIG. 1c(V)

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FIG. 2(I)	FIG. 2(II)	FIG. 2(III)	FIG. 2(IV)	FIG. 2(V)	FIG. 2(VI)
FIG. 2(VII)	FIG. 2(VIII)	FIG. 2(IX)	FIG. 2(X)	FIG. 2(XI)	FIG. 2(XII)

FIG. 2

FIG. 2(I)

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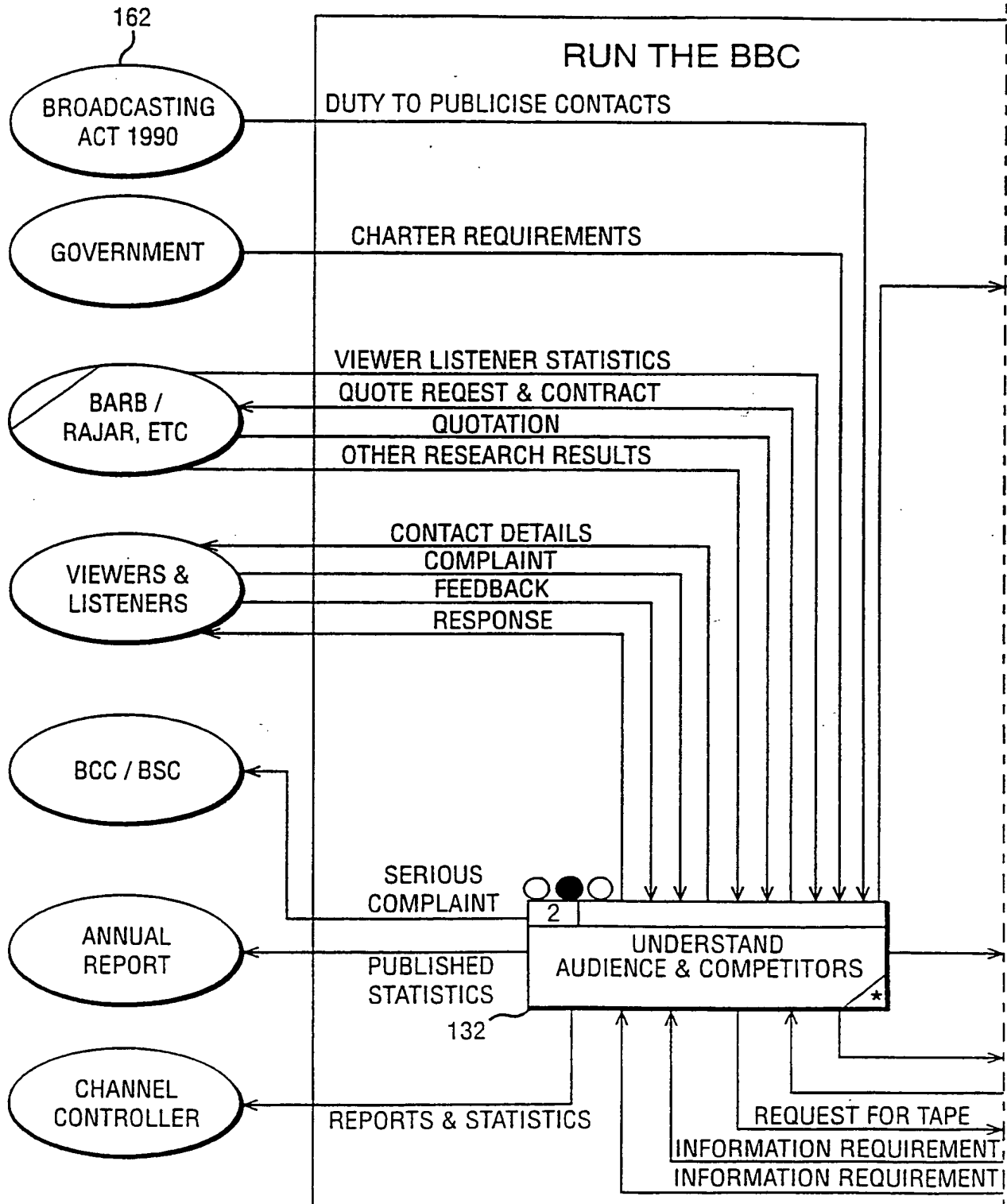
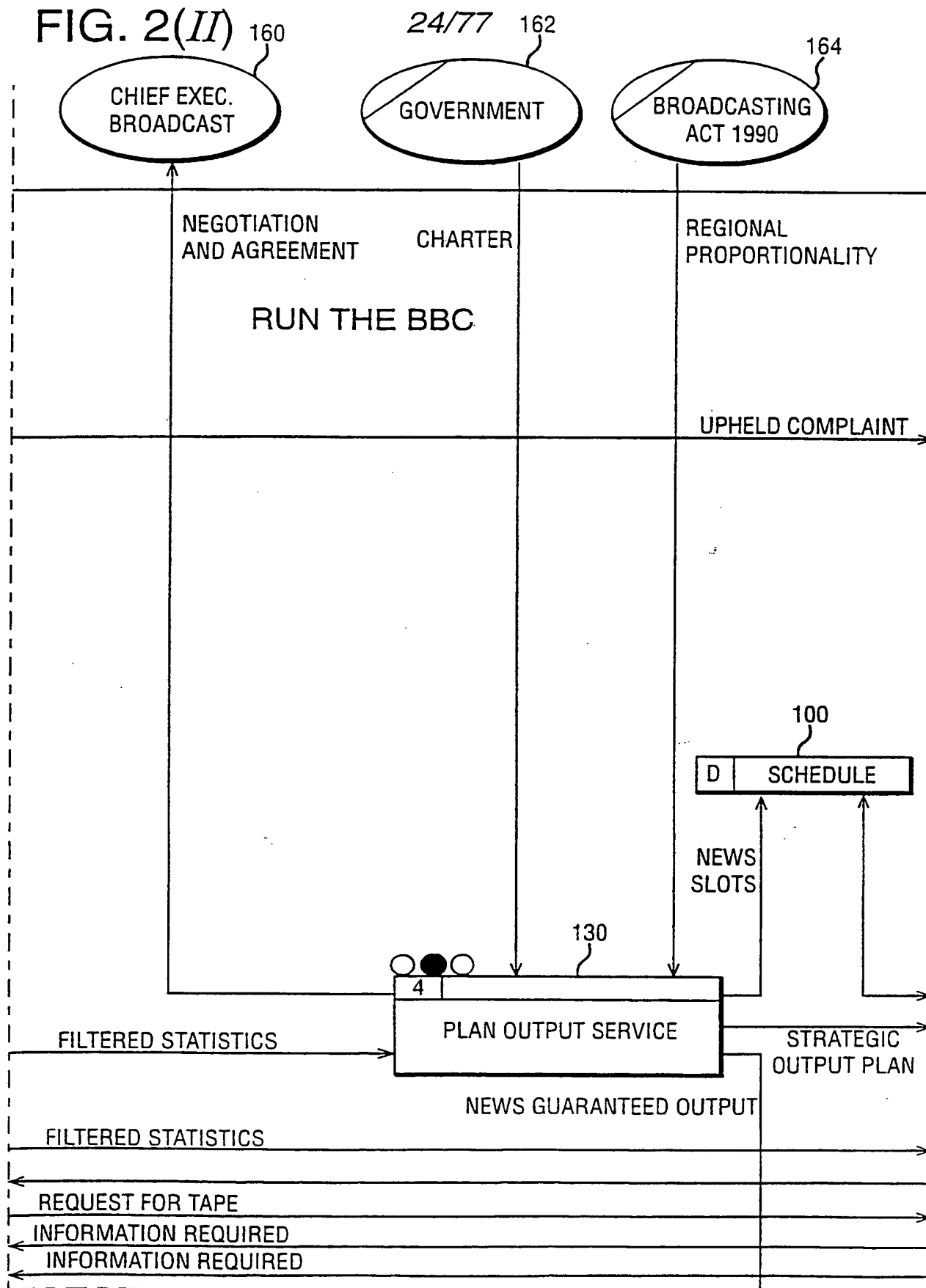


FIG. 2(II)



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FIG. 2(III)

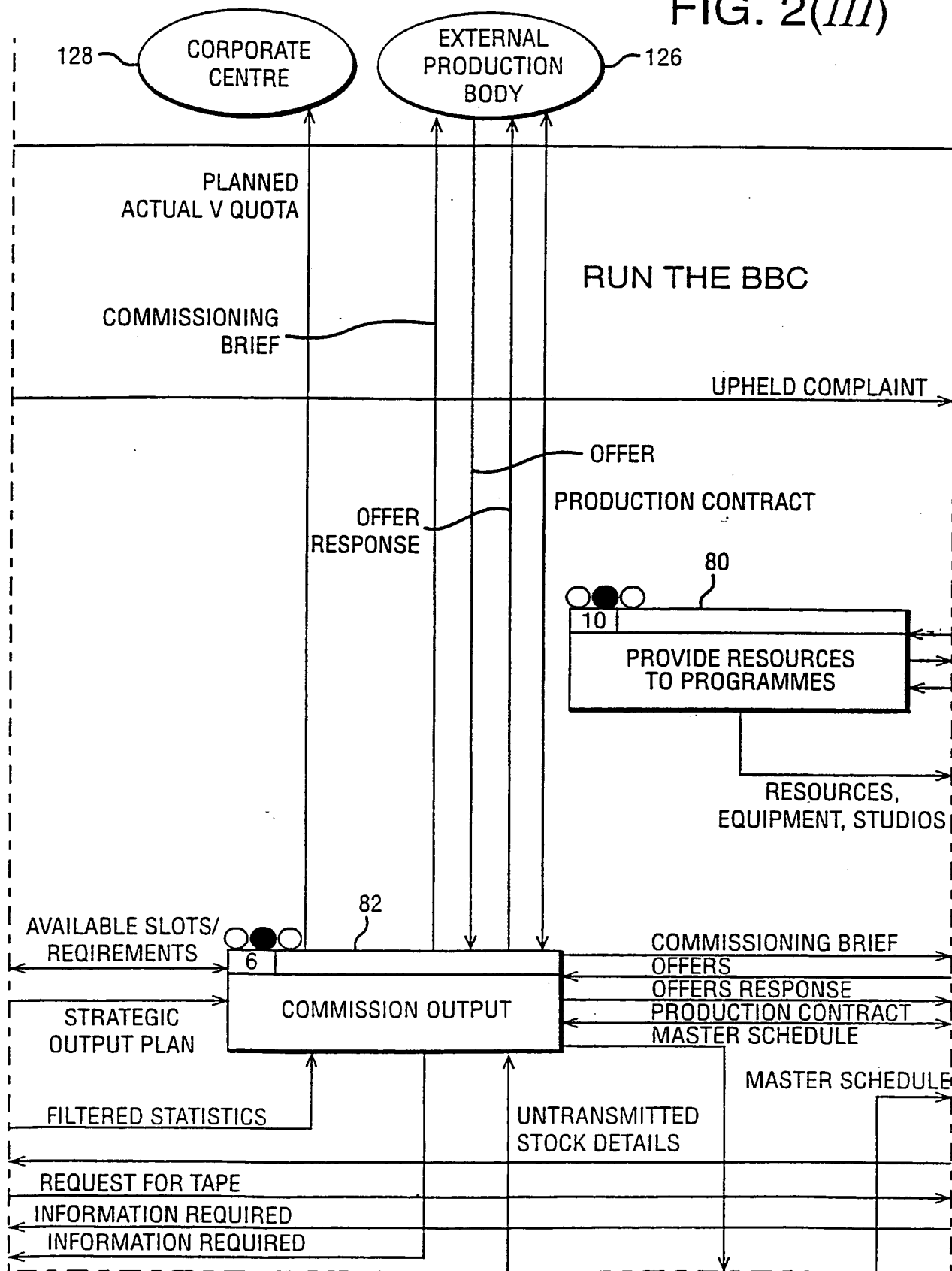


FIG. 2(IV)

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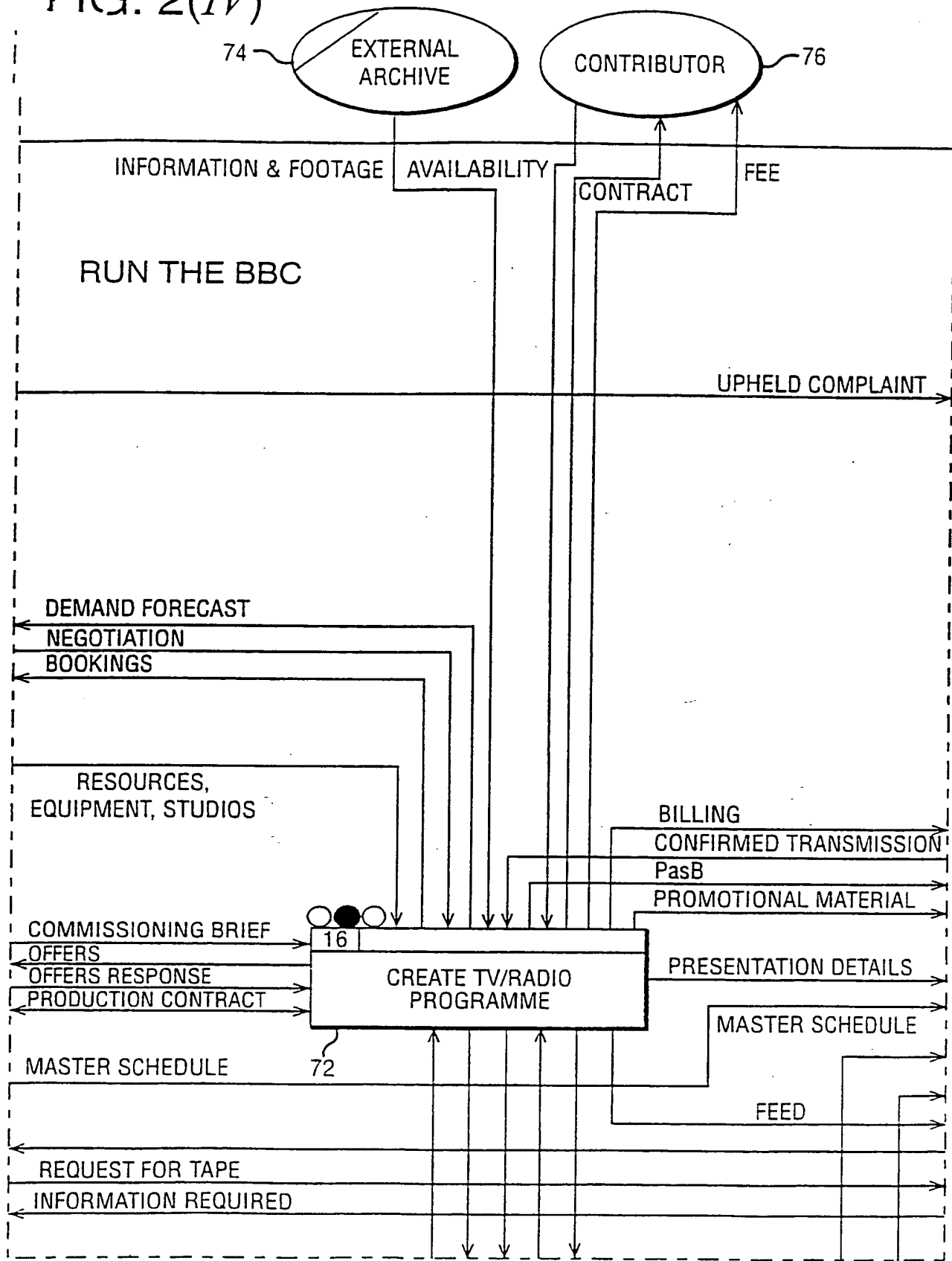
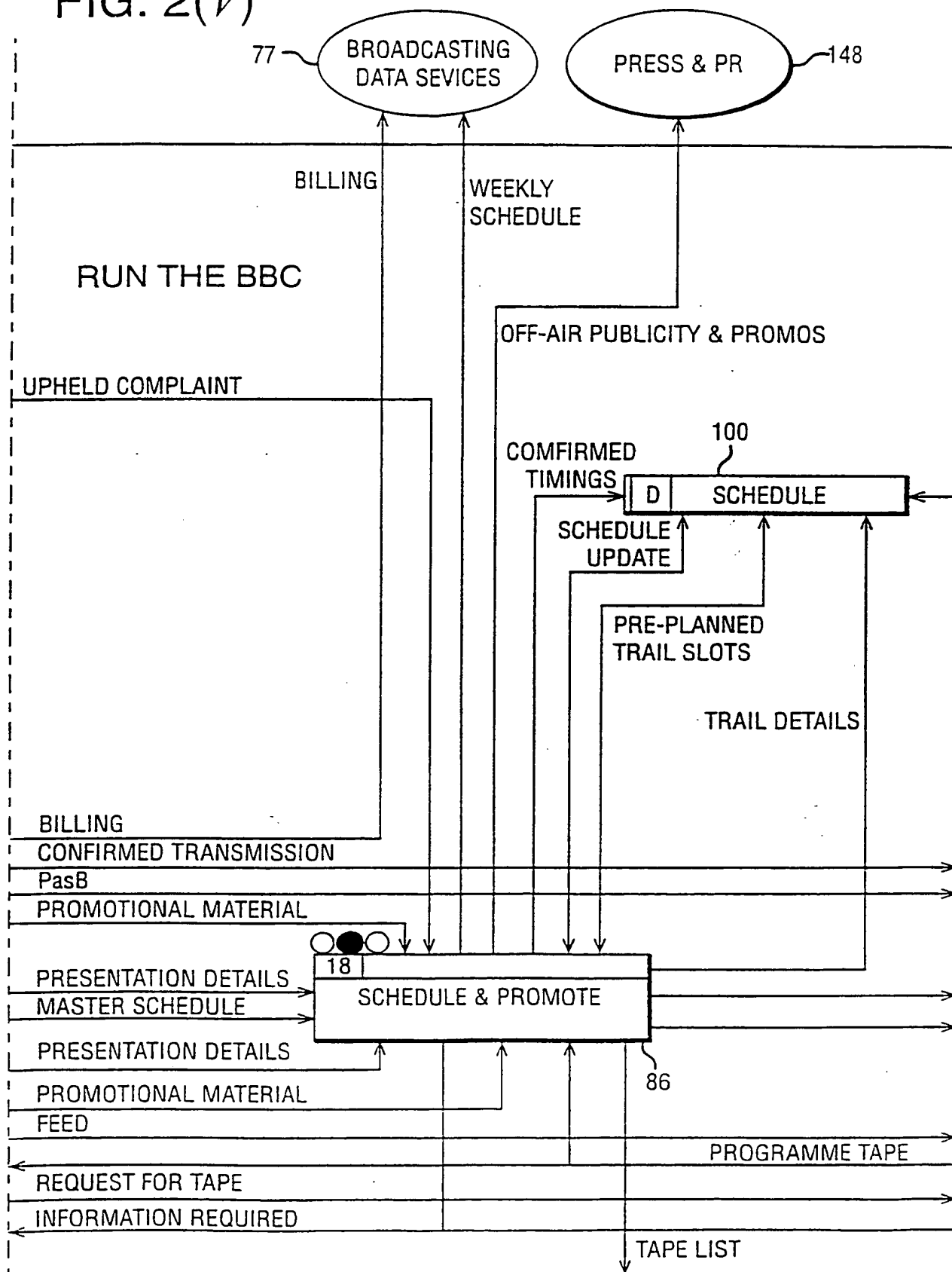


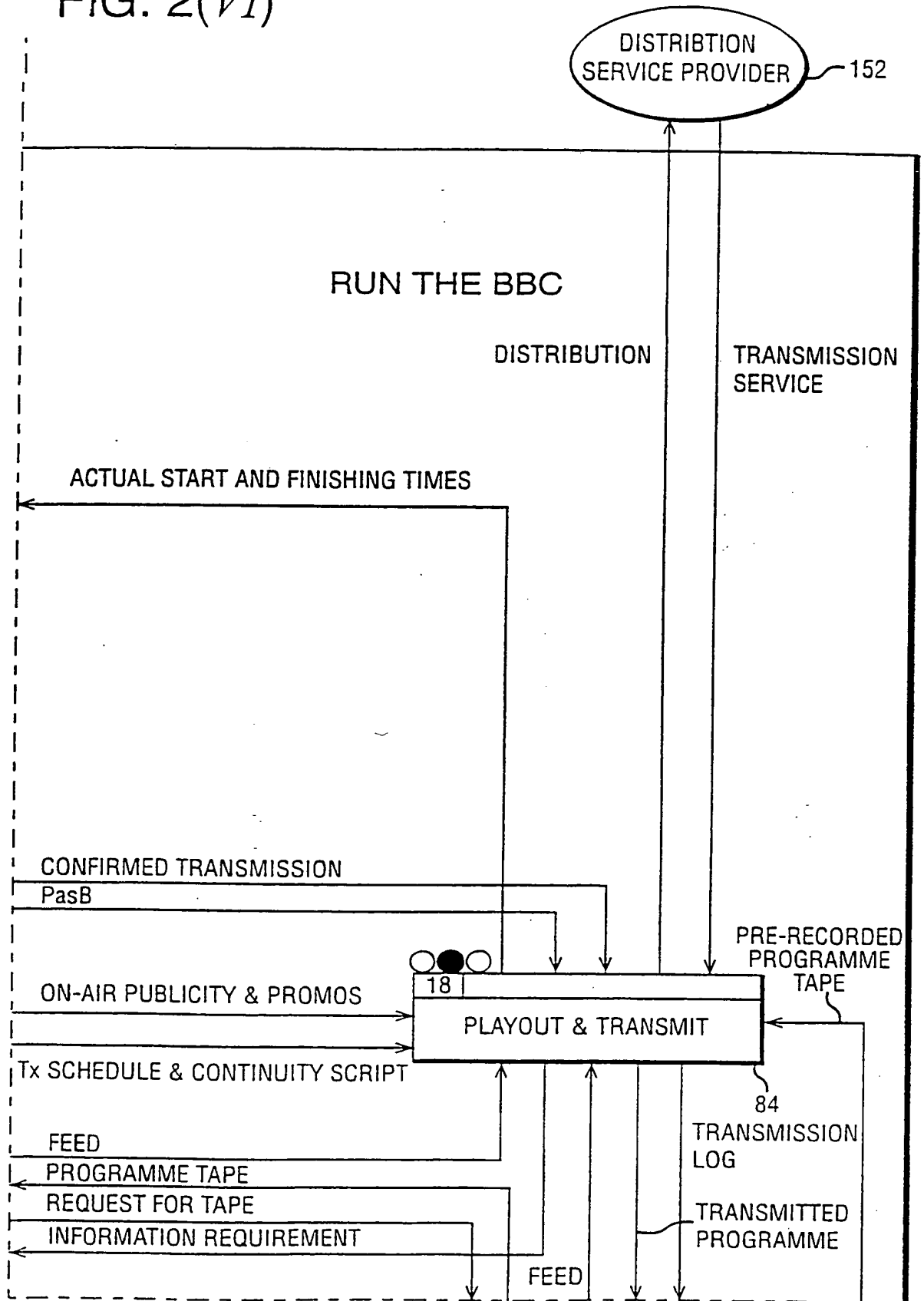
FIG. 2(V)

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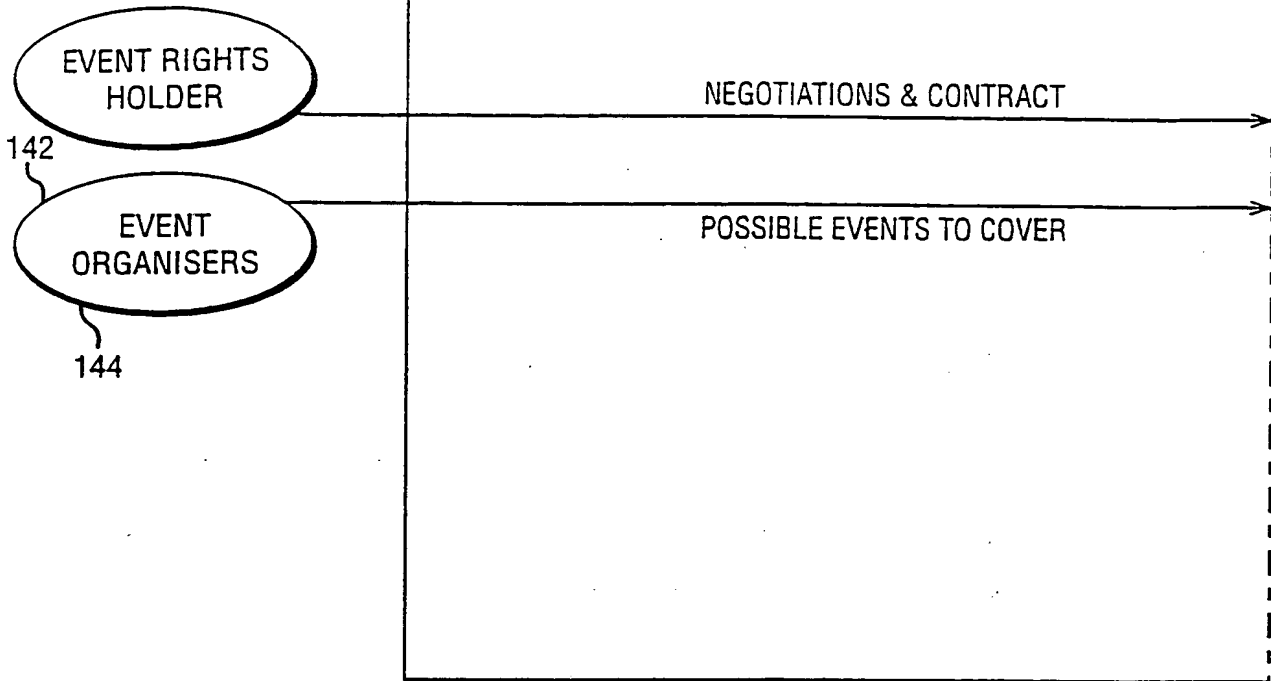
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FIG. 2(VI)



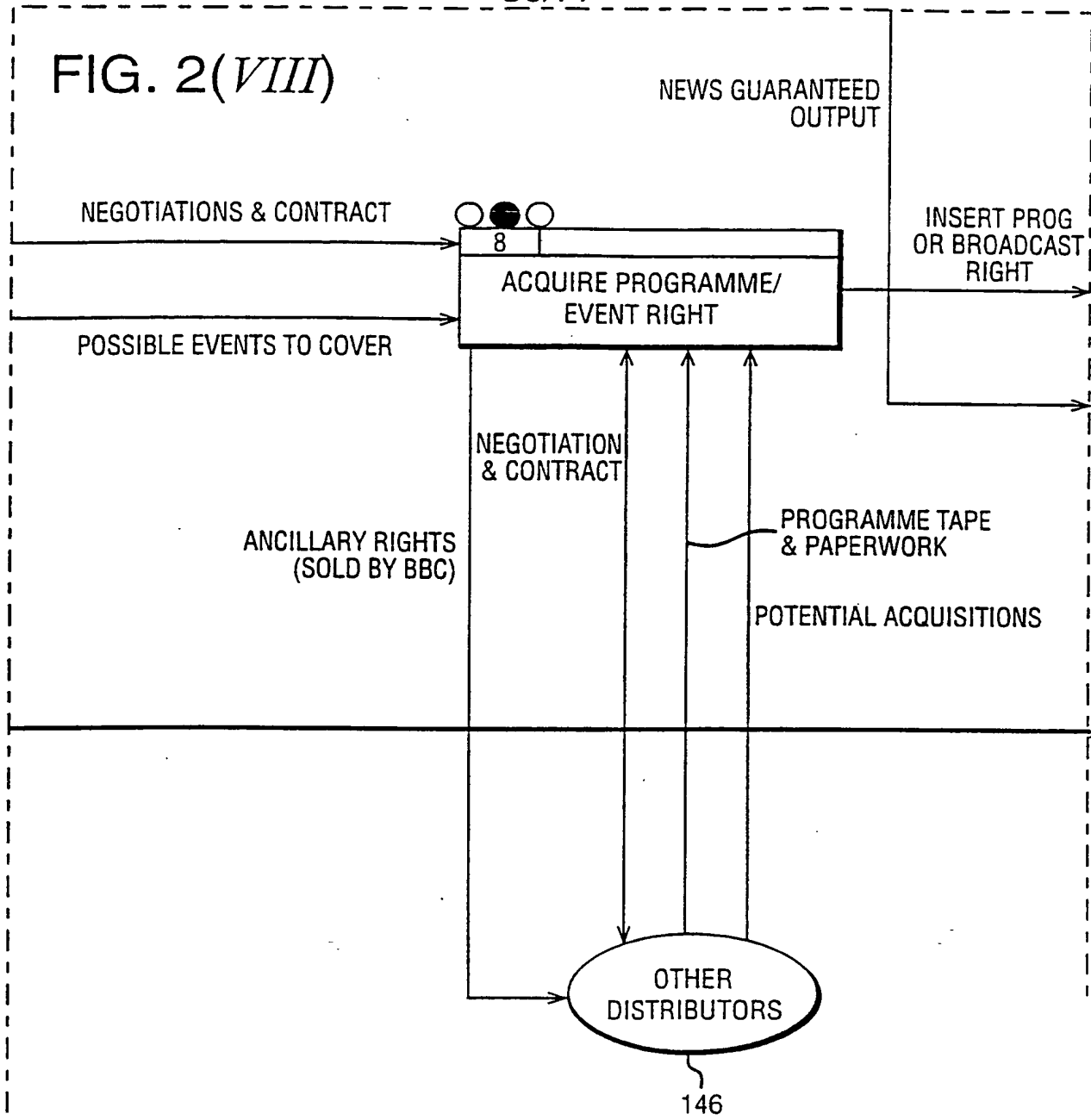
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FIG. 2(VII)

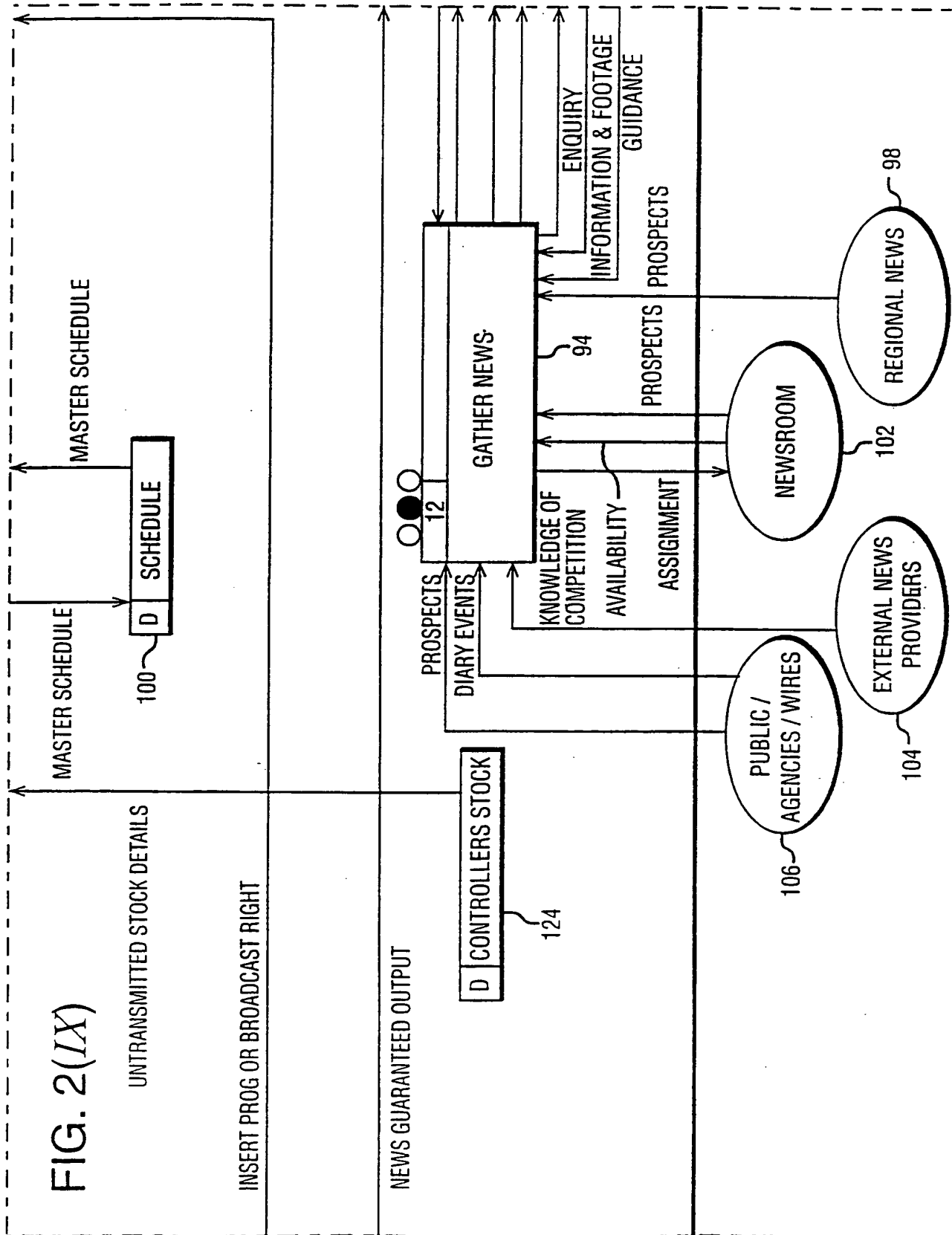


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FIG. 2(VIII)



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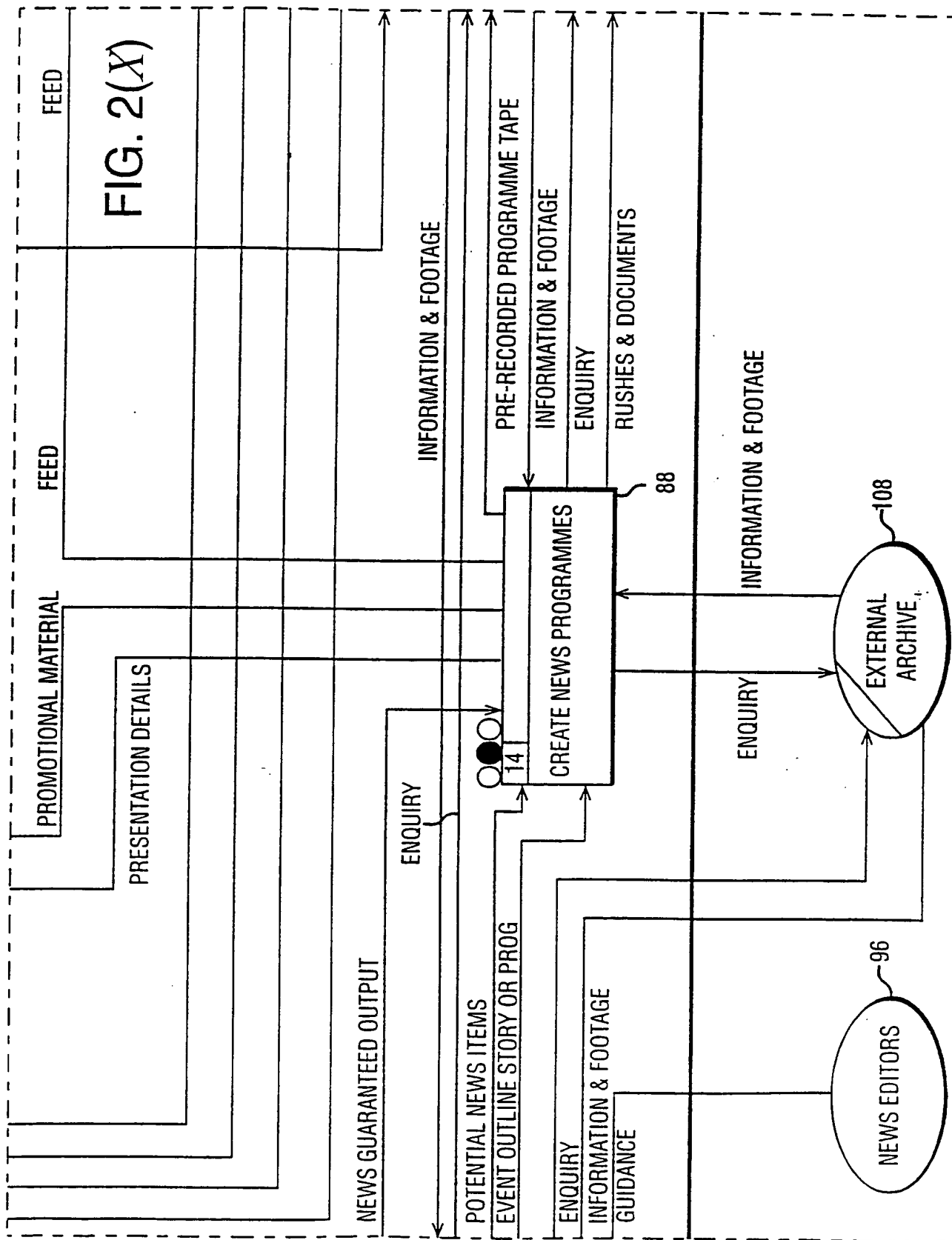


FIG. 2(XI)

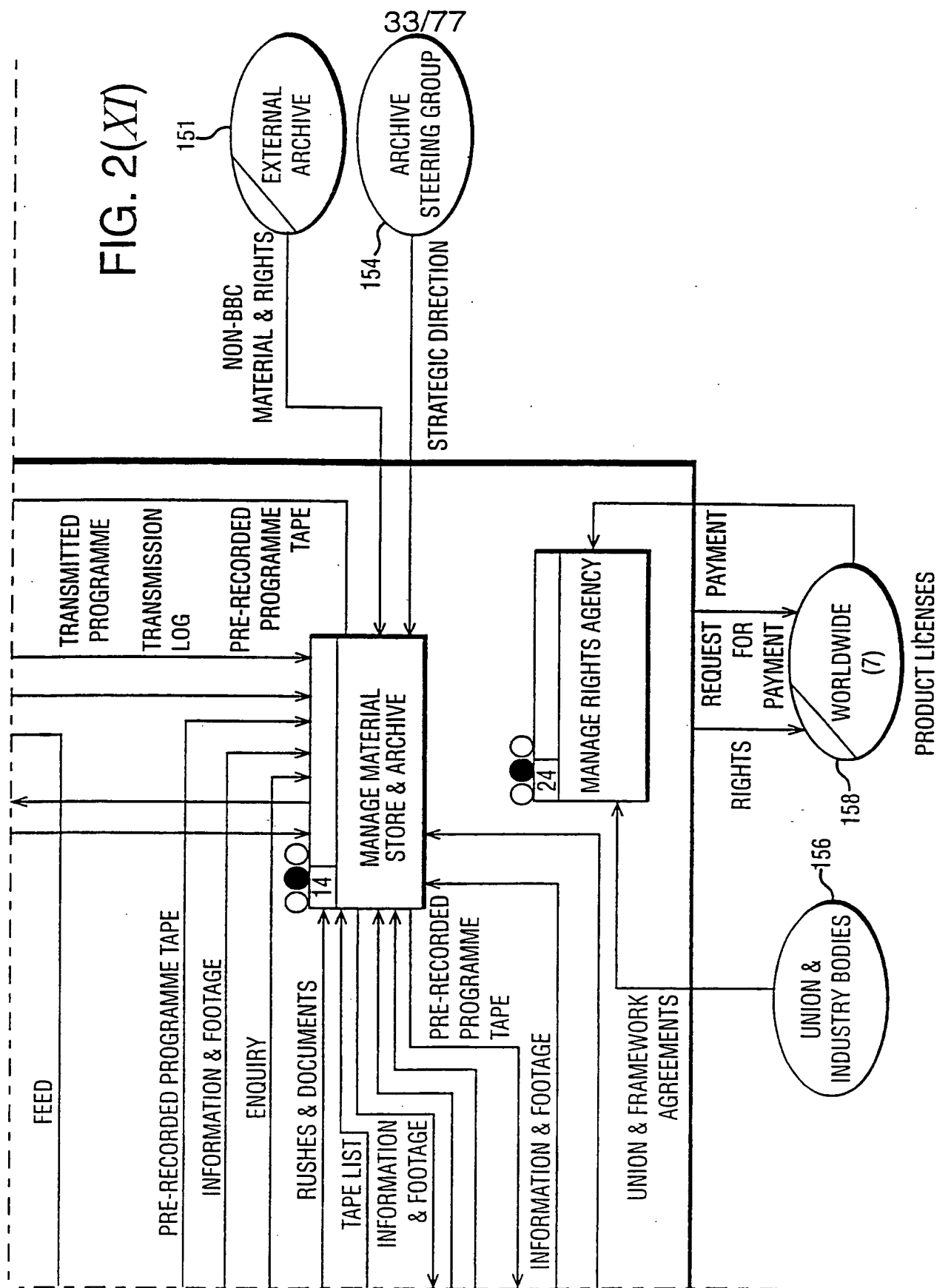
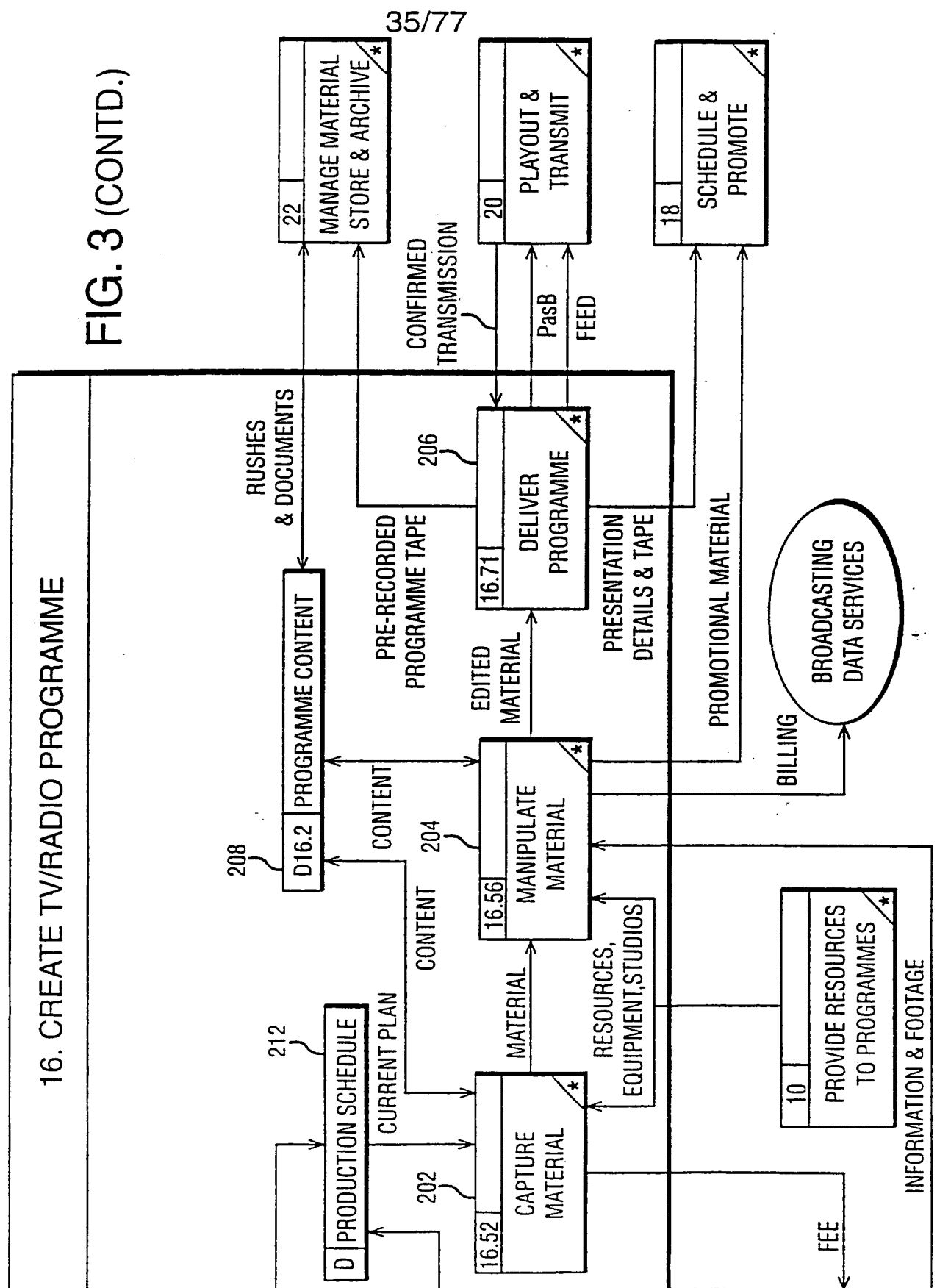




FIG. 3 (CONTD.)



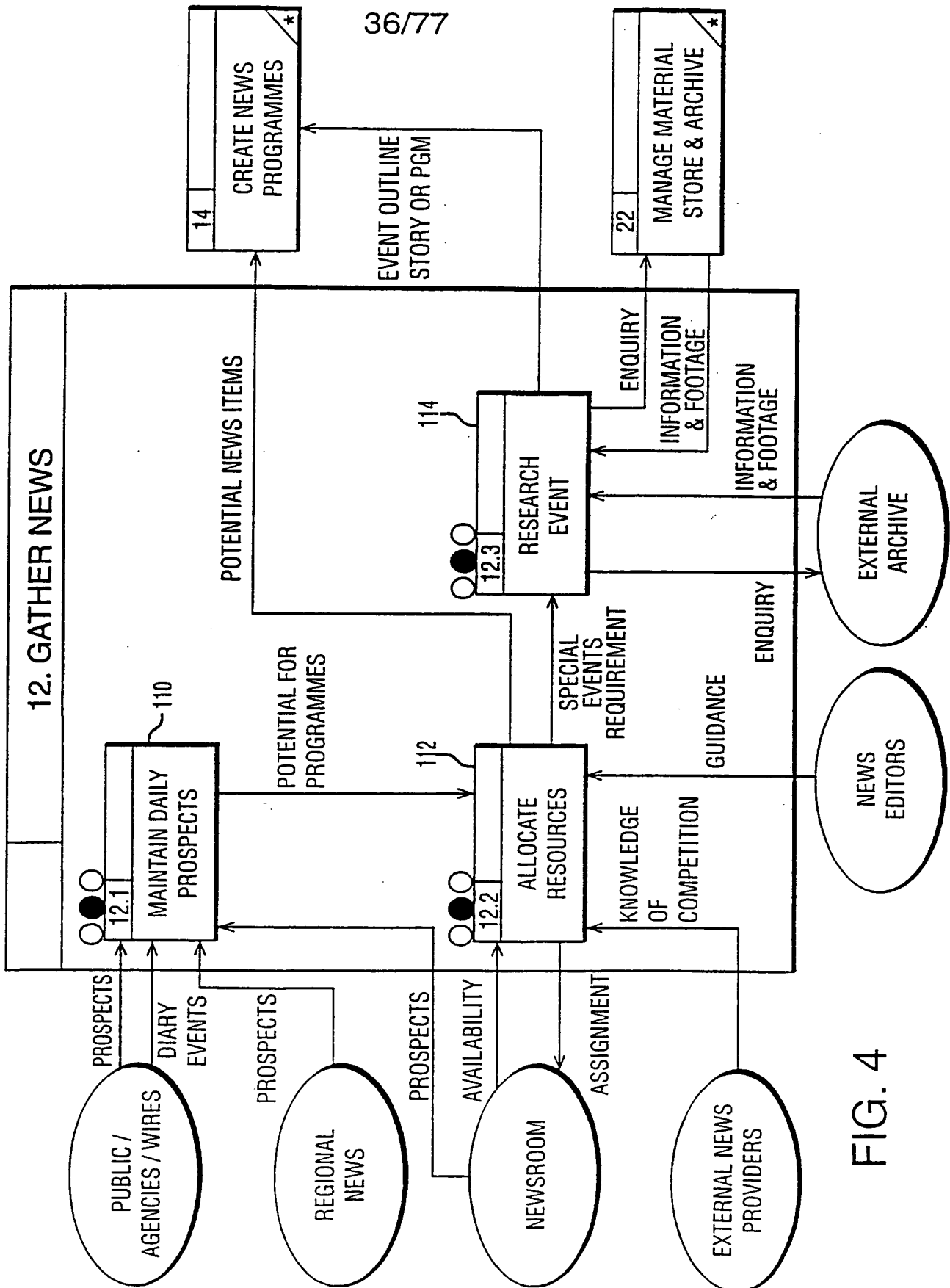


FIG. 4

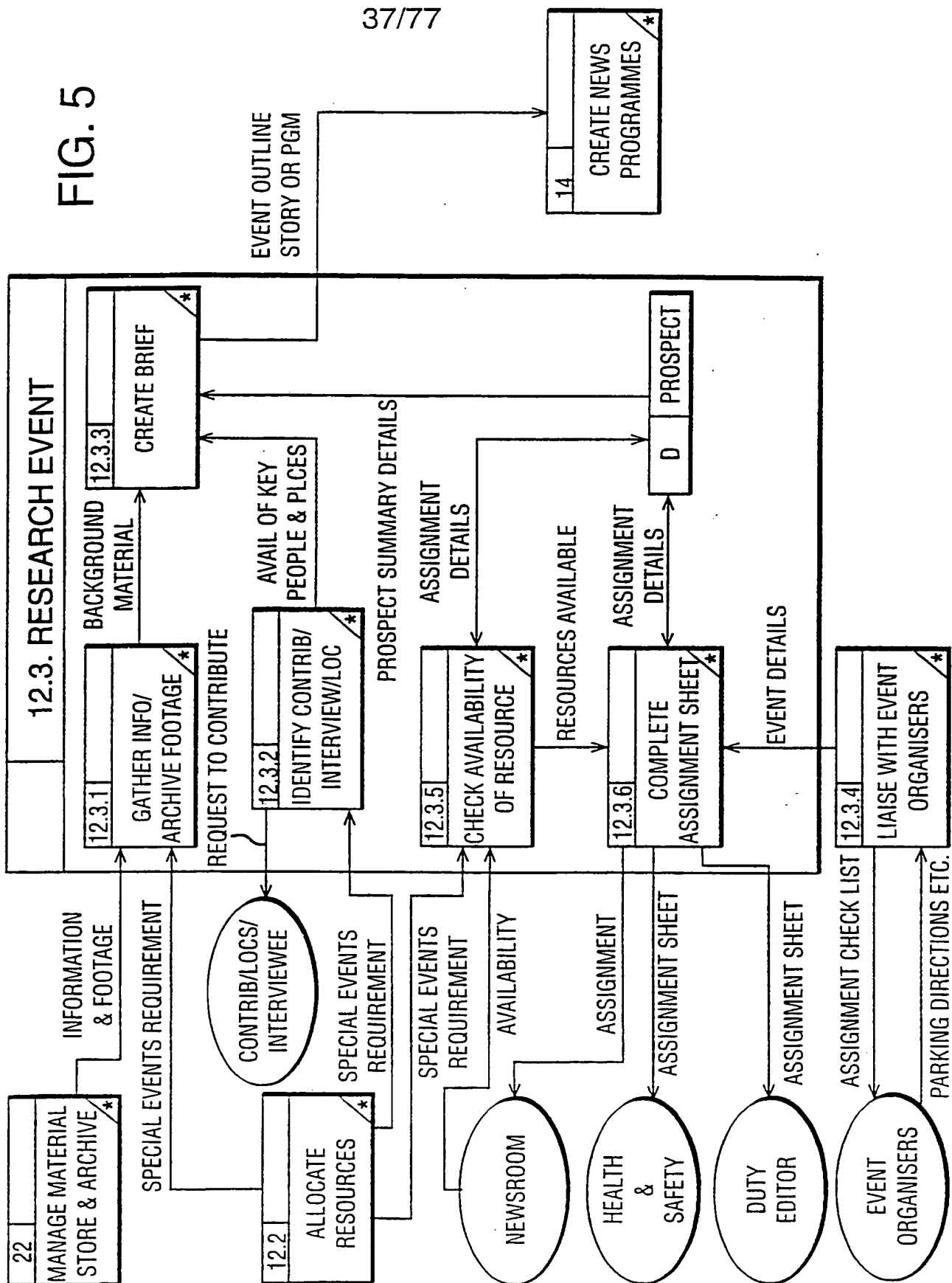


FIG. 6

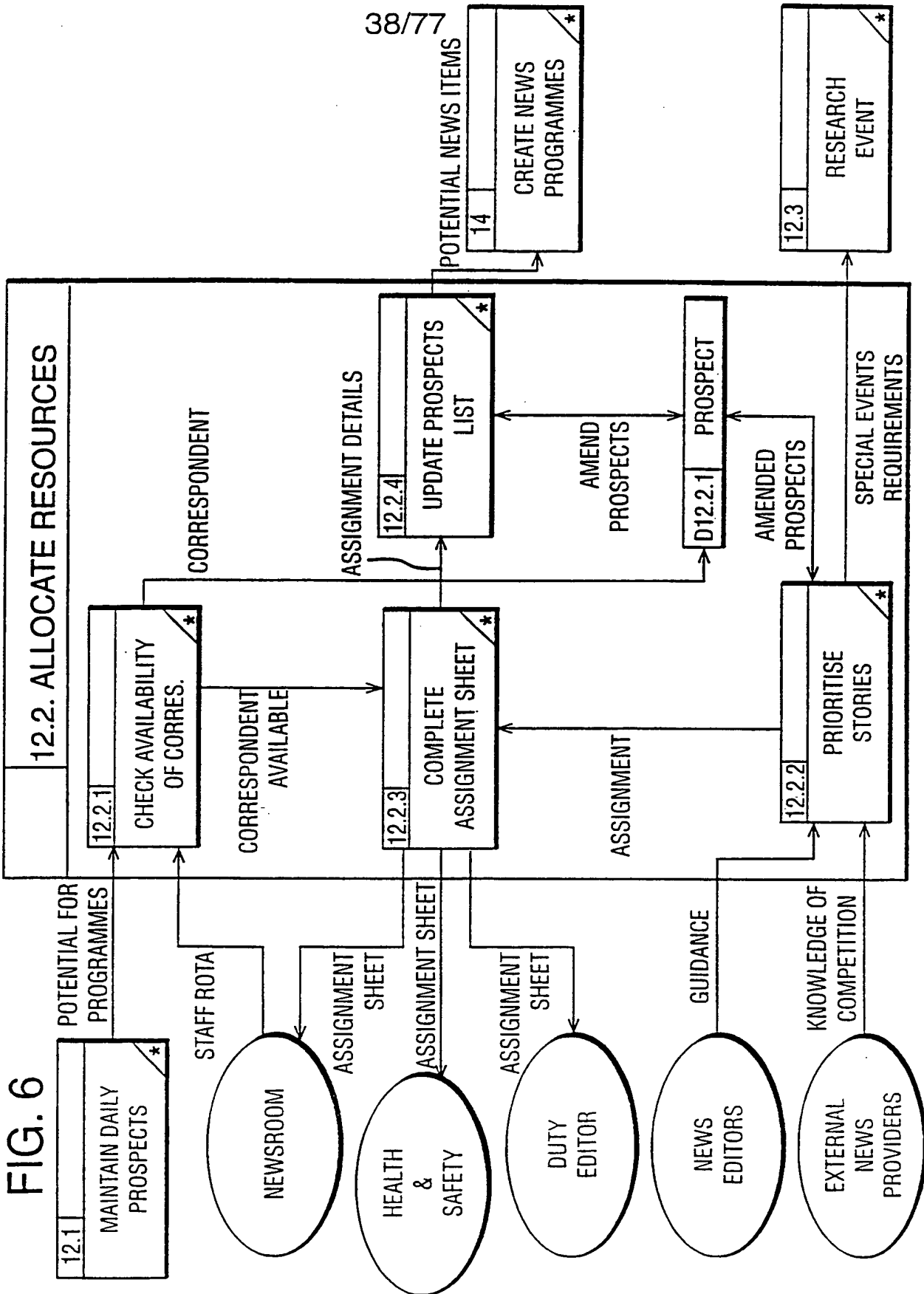
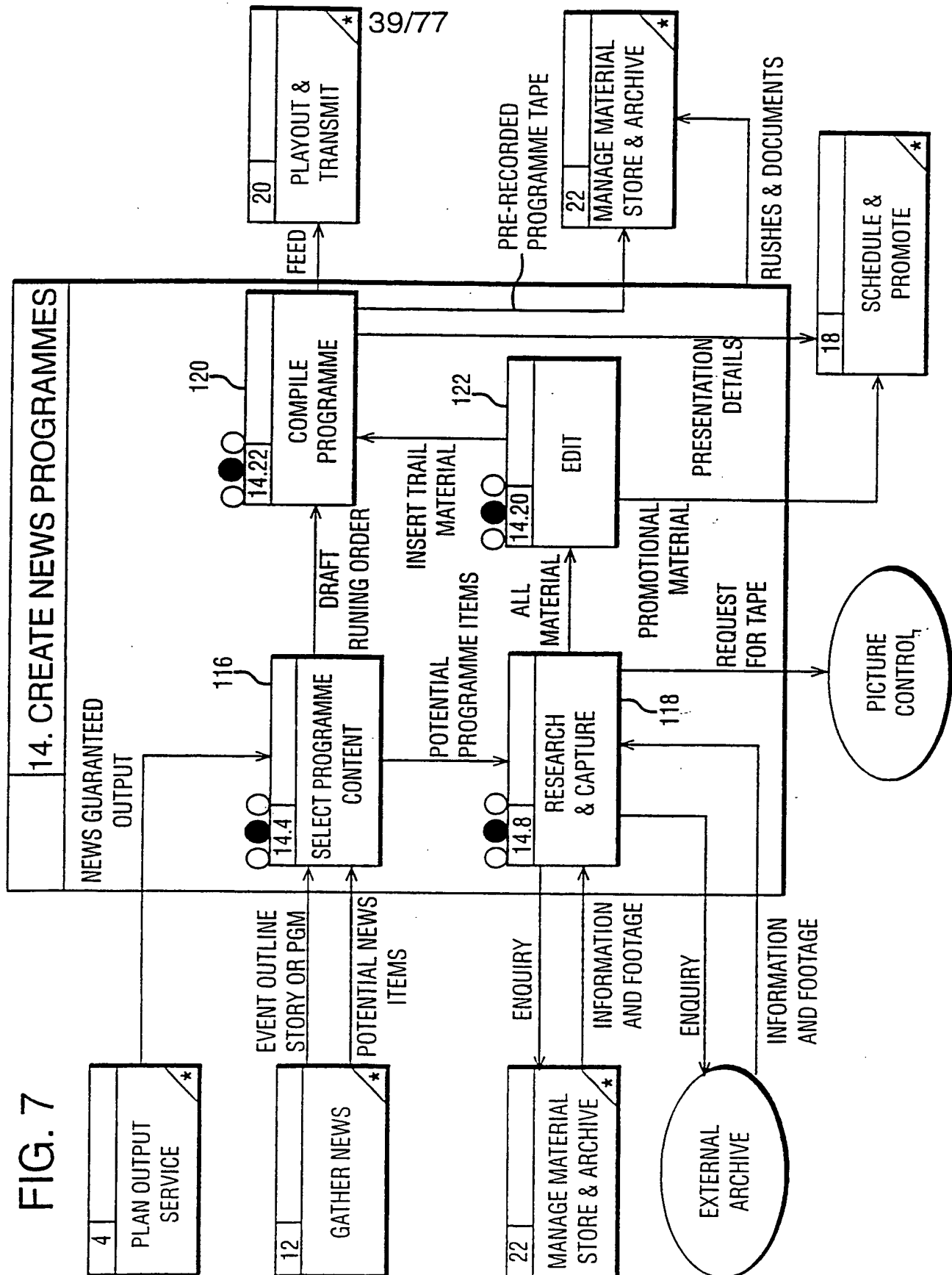


FIG. 7



200005000000

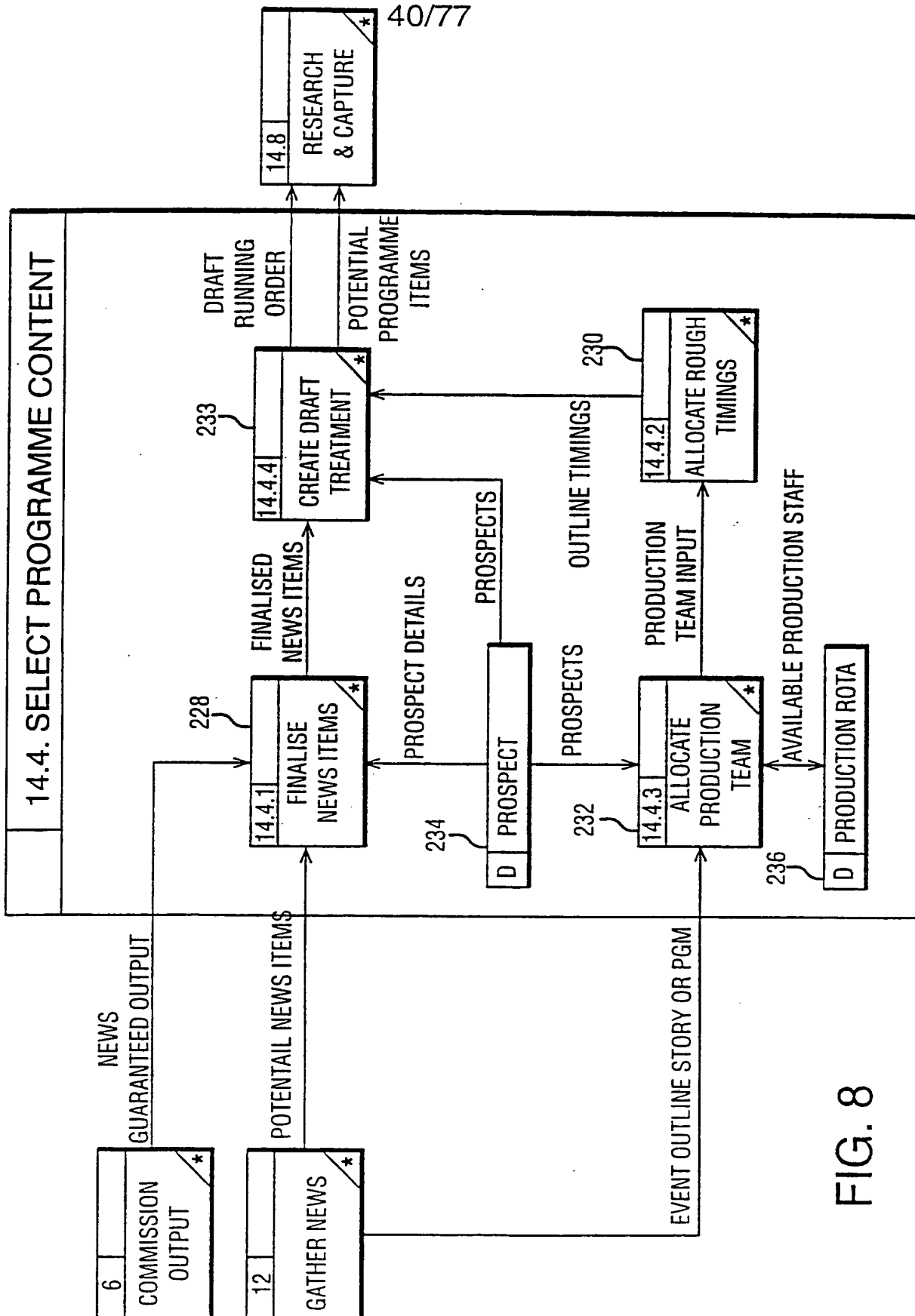
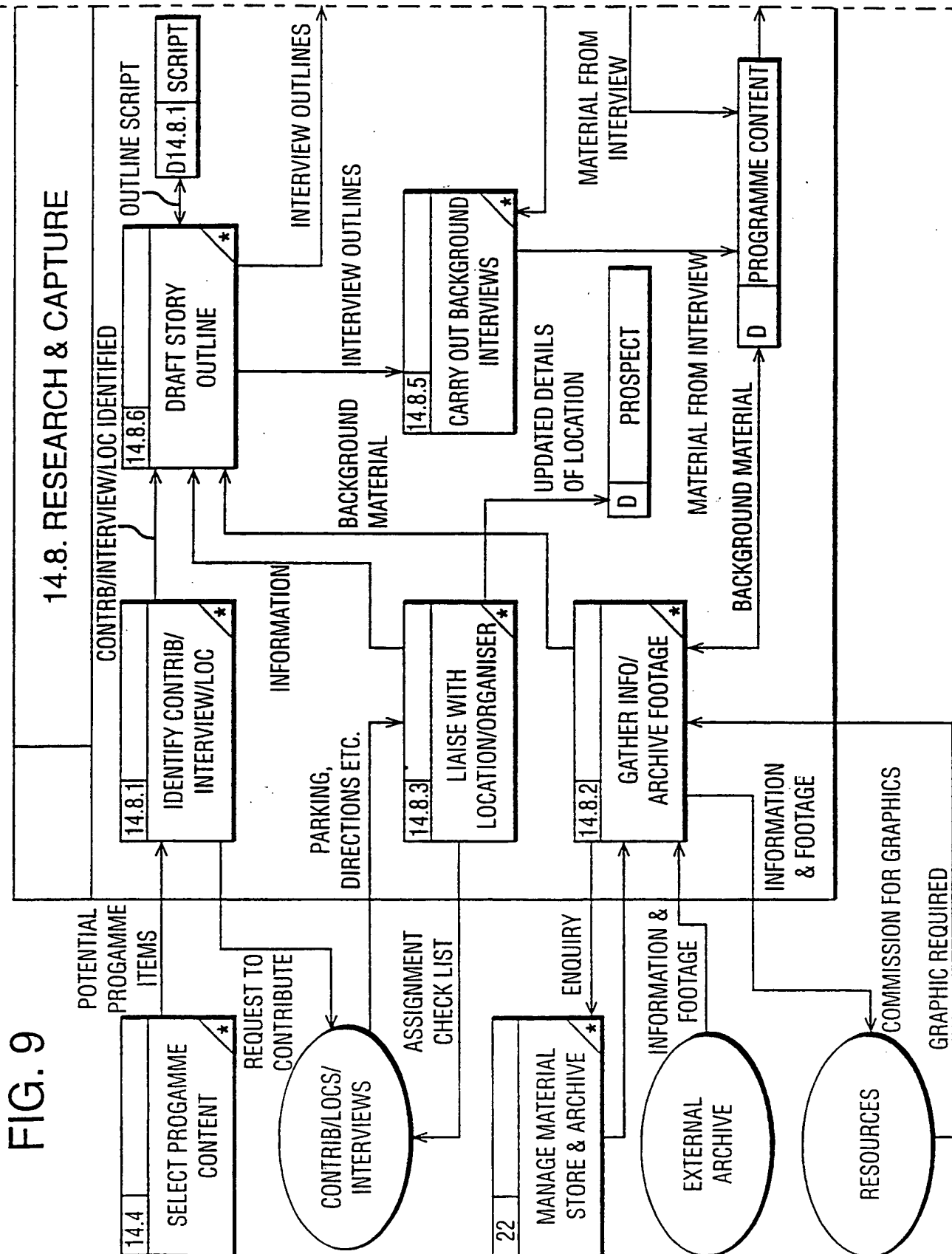


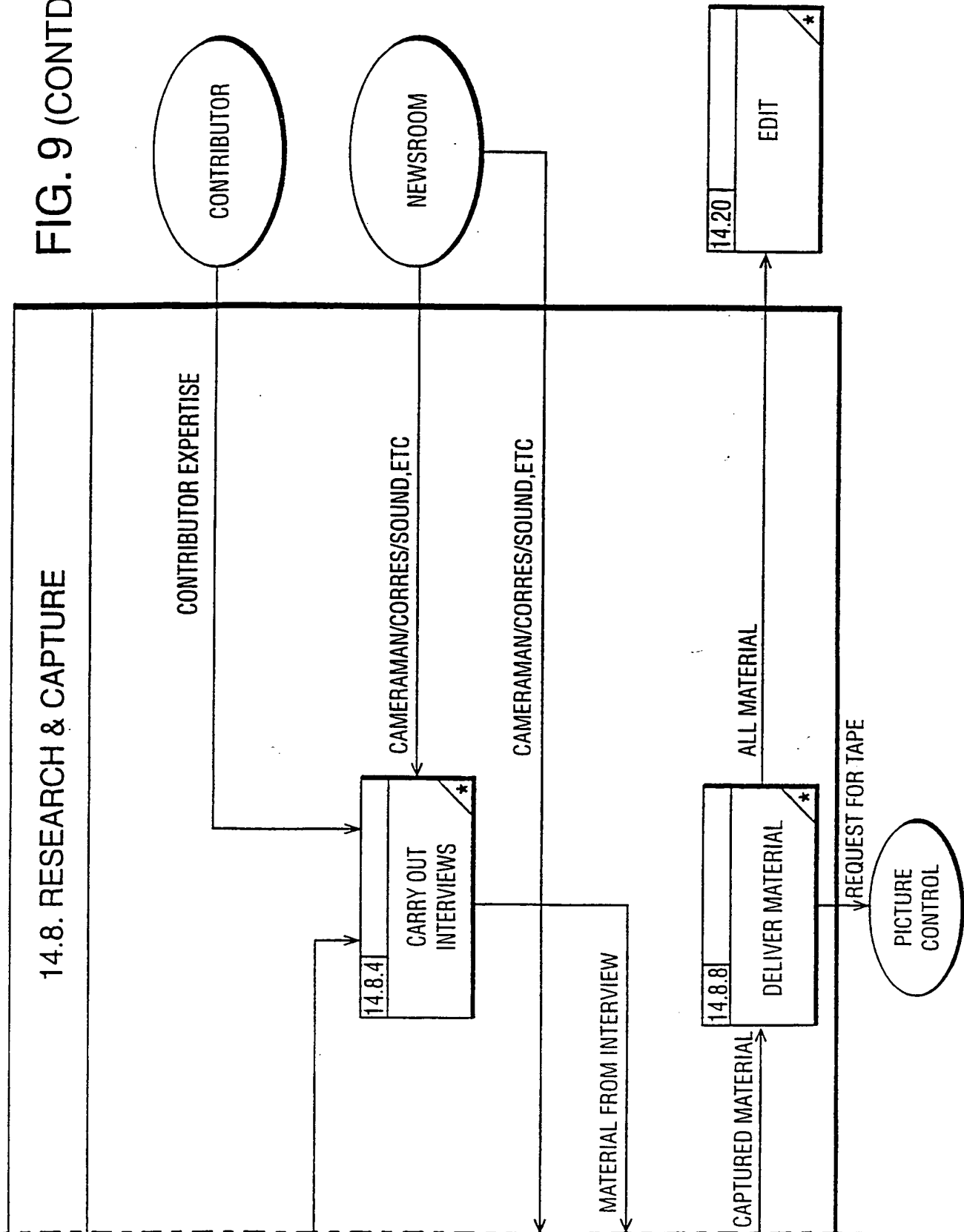
FIG. 8

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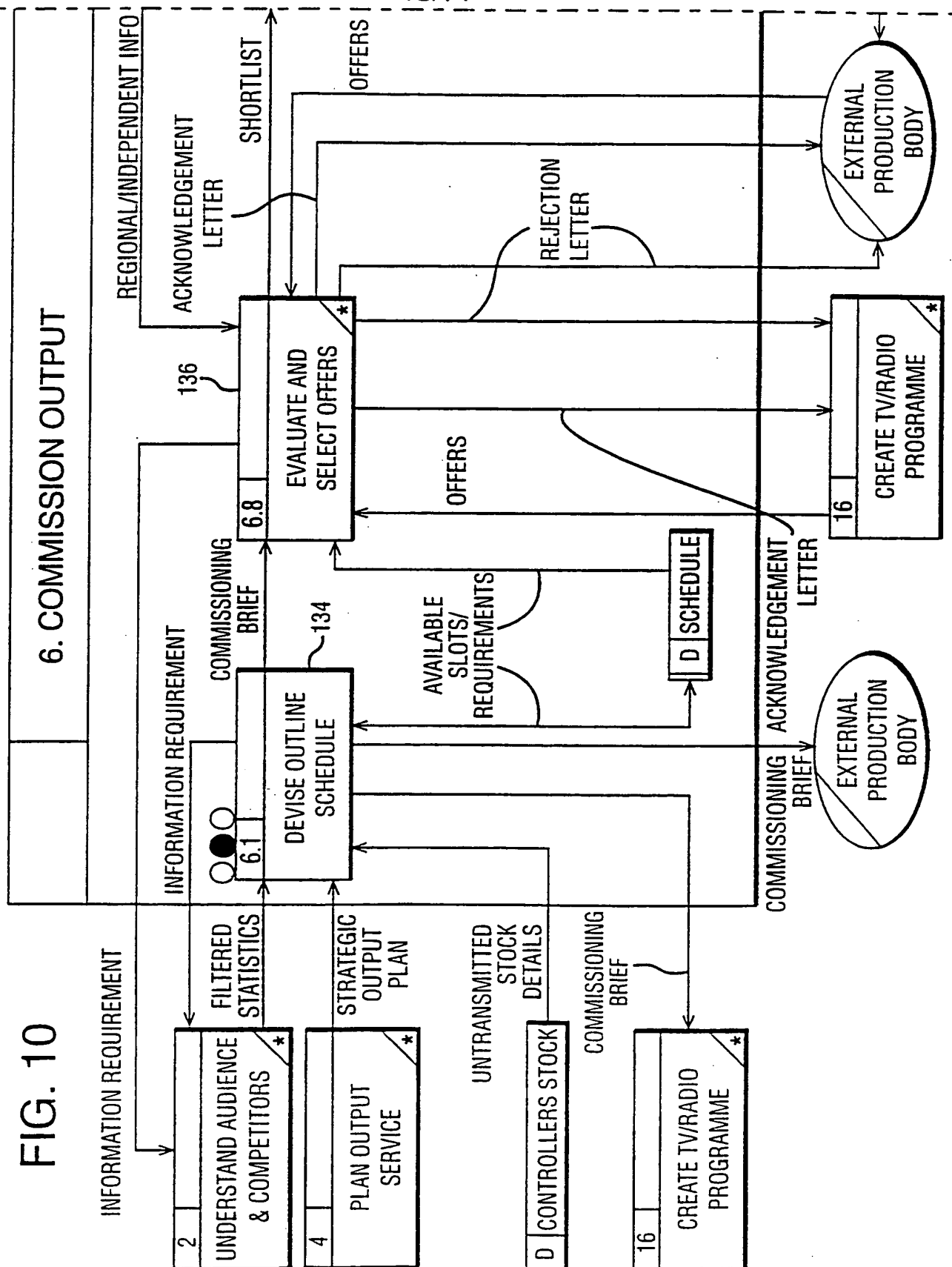


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FIG. 9 (CONTD.)

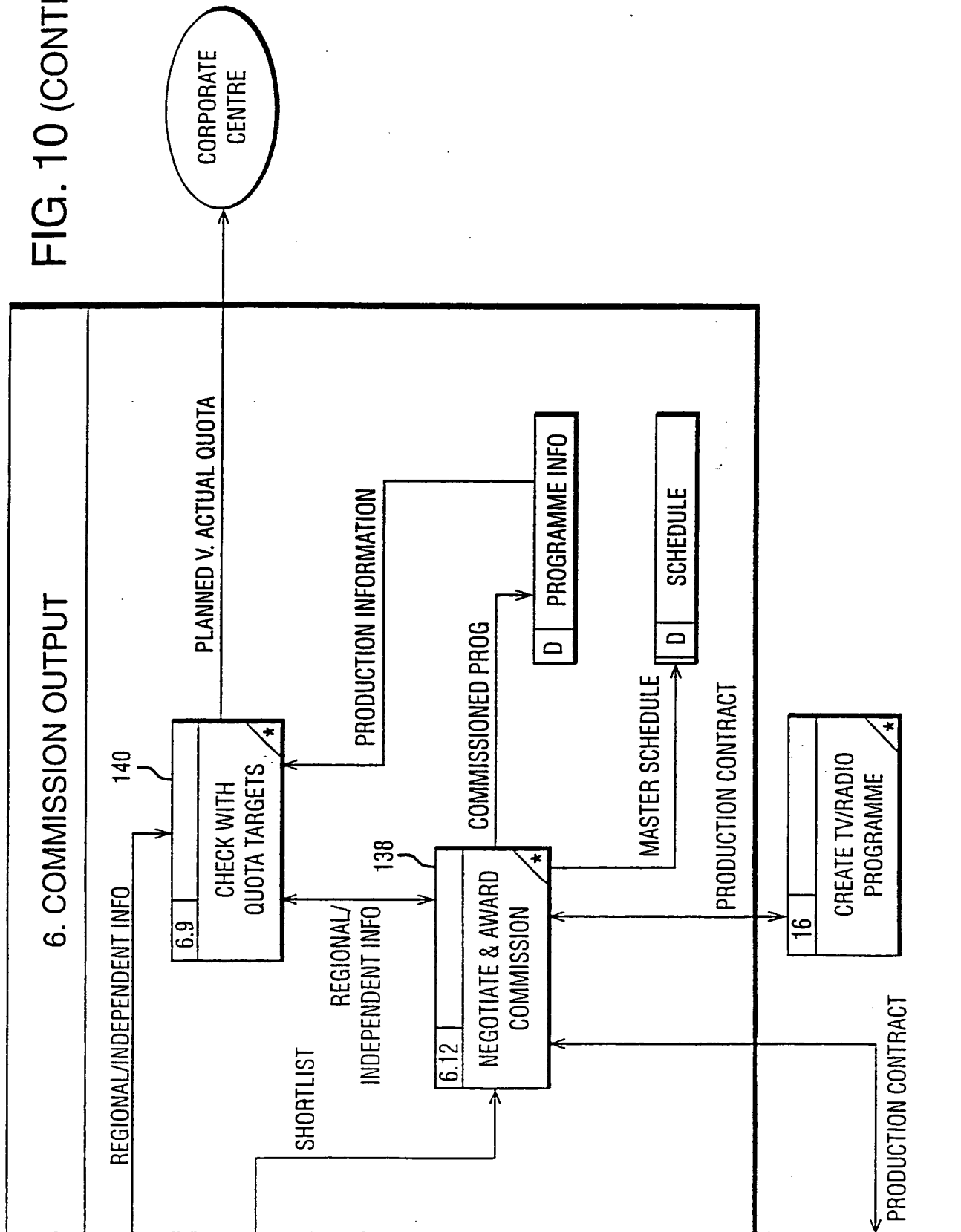


6. COMMISSION OUTPUT



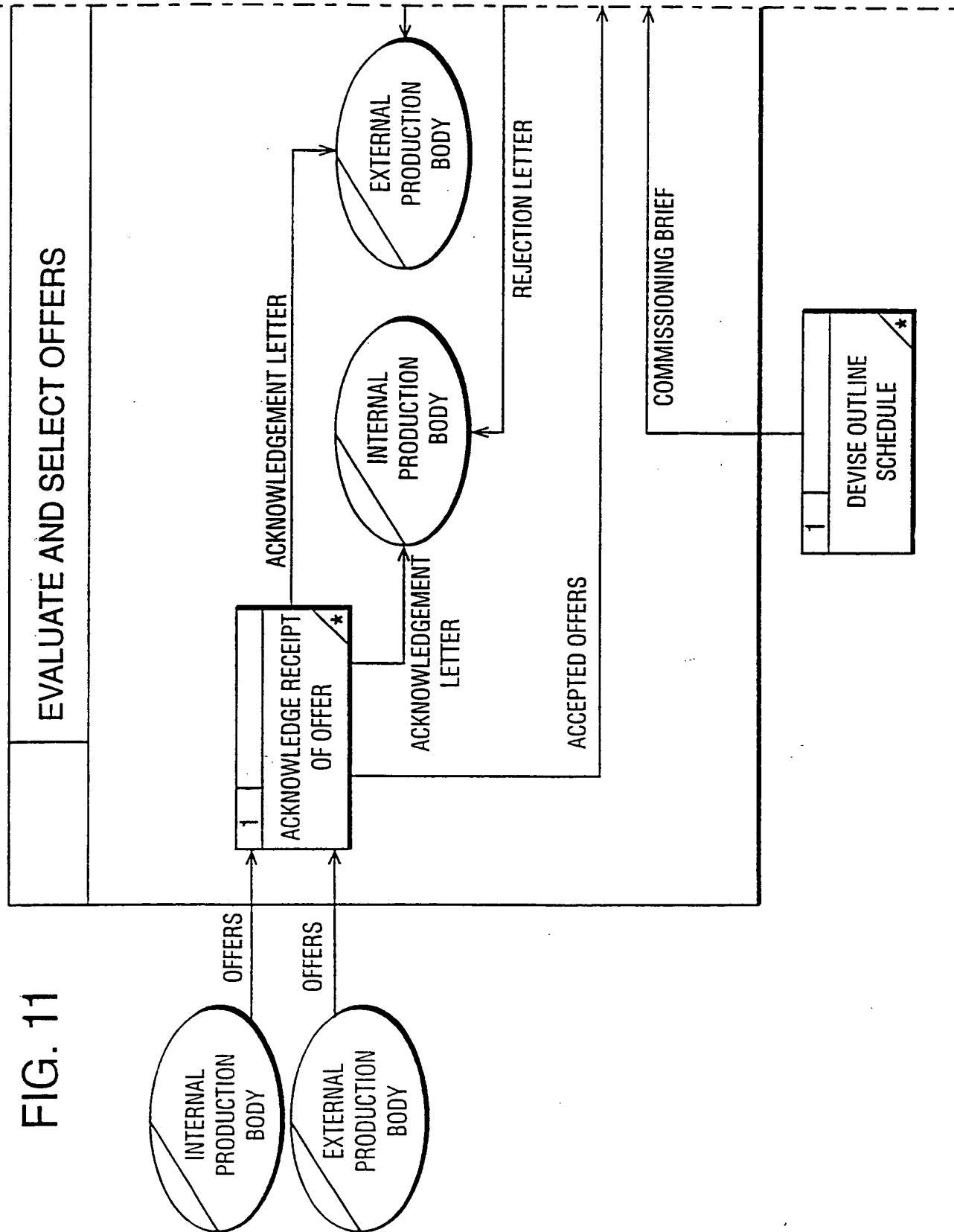
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FIG. 10 (CONTD.)



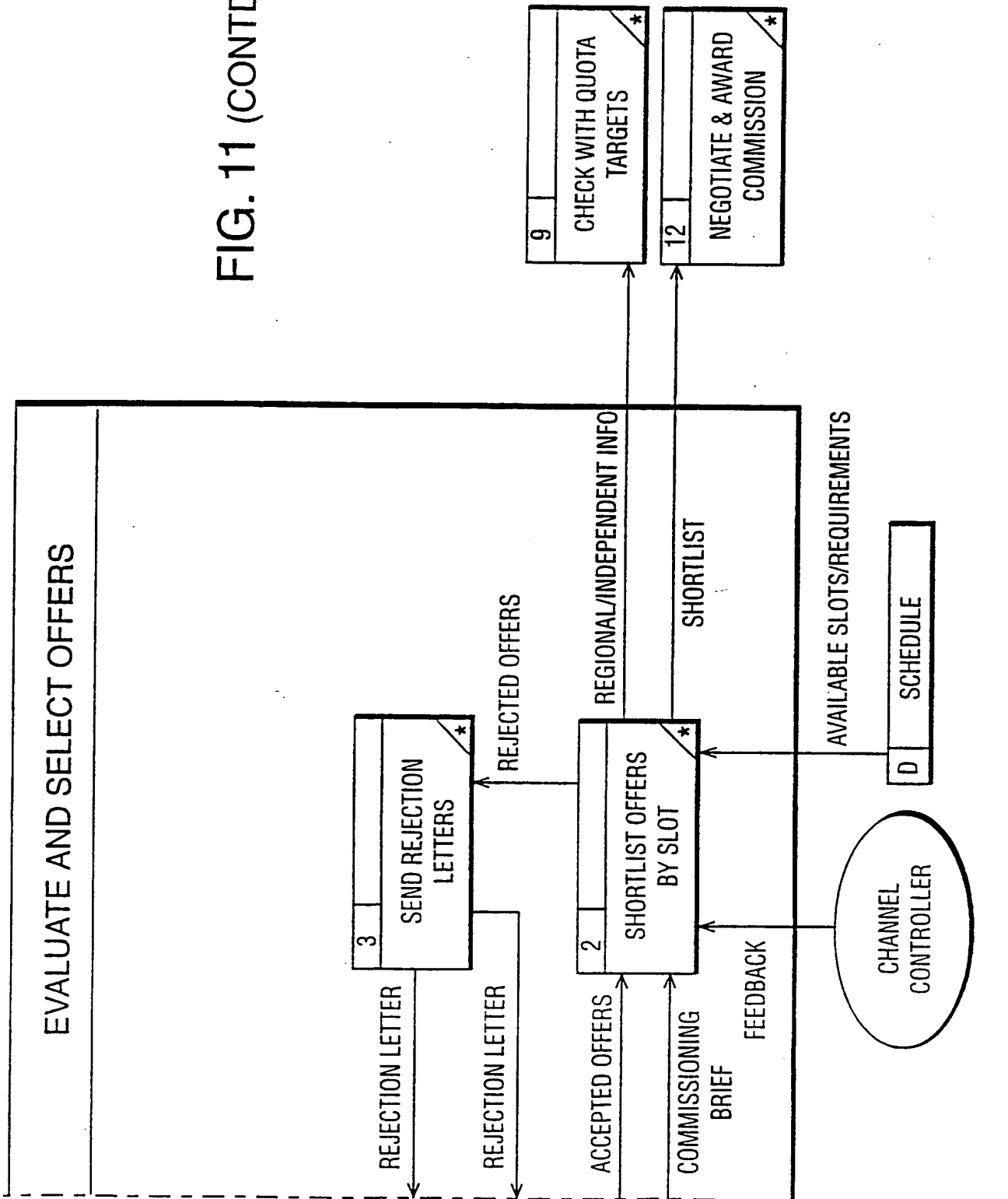
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FIG. 11



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FIG. 11 (CONTD.)



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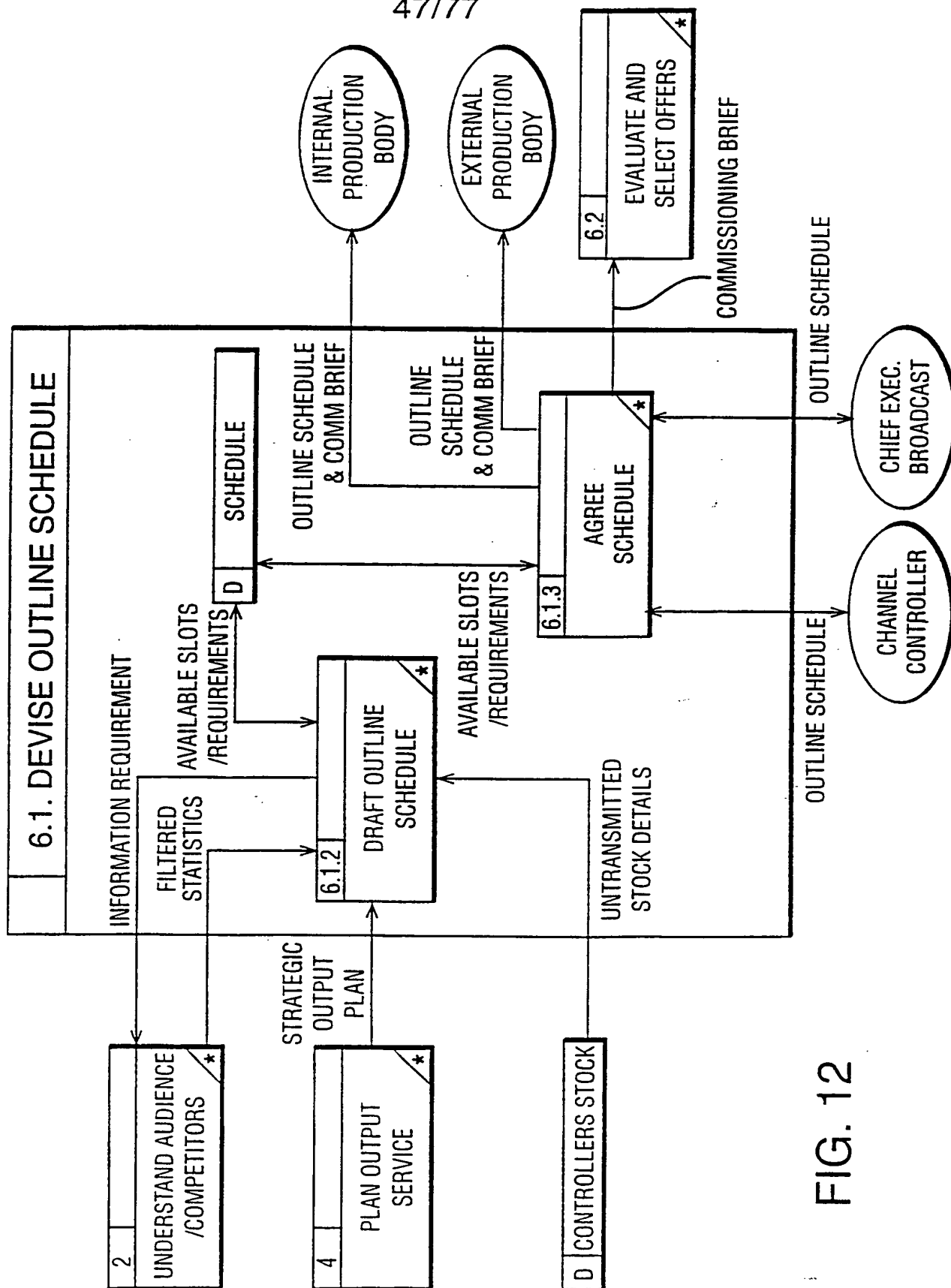
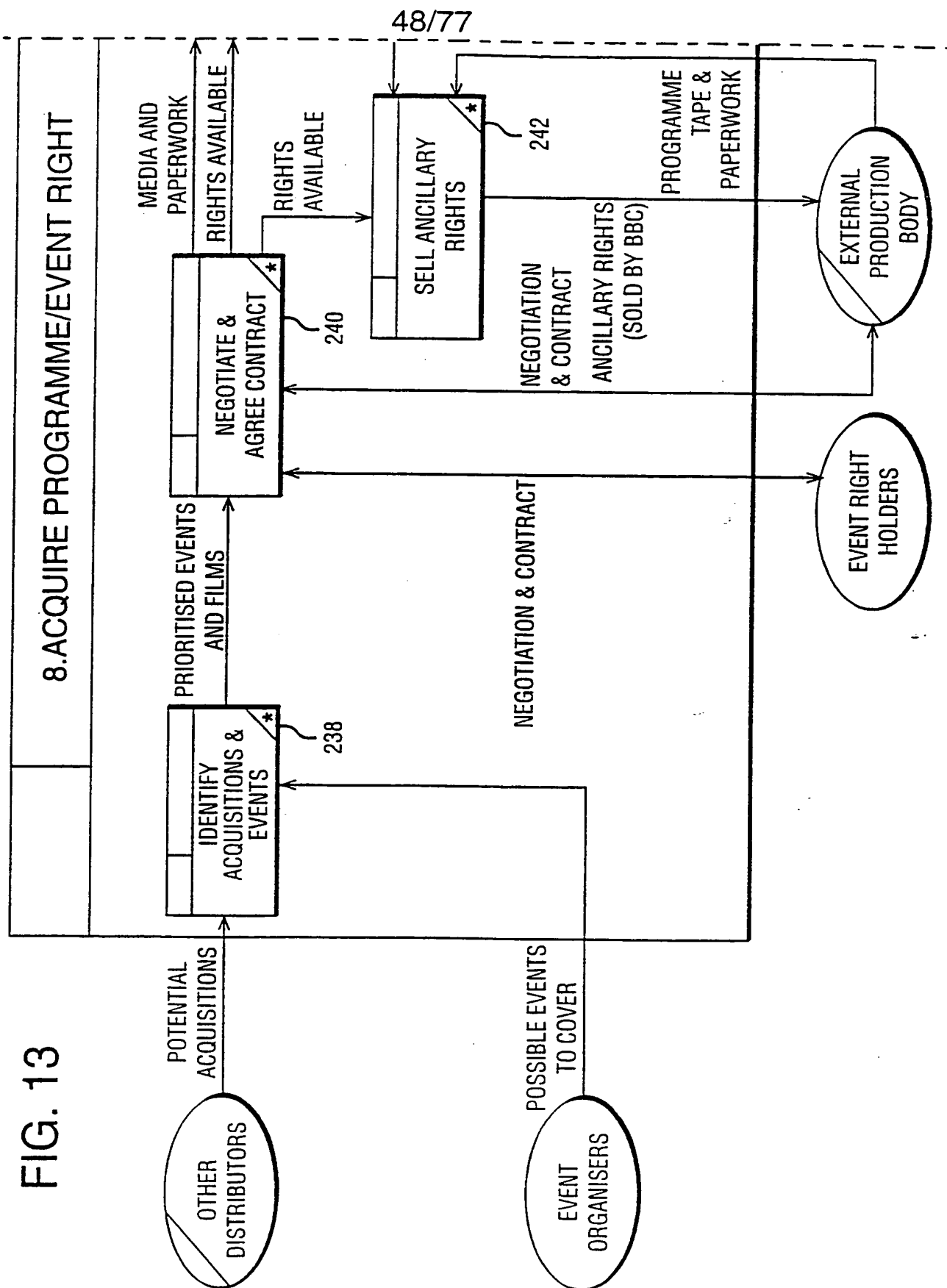


FIG. 12

[illegible]

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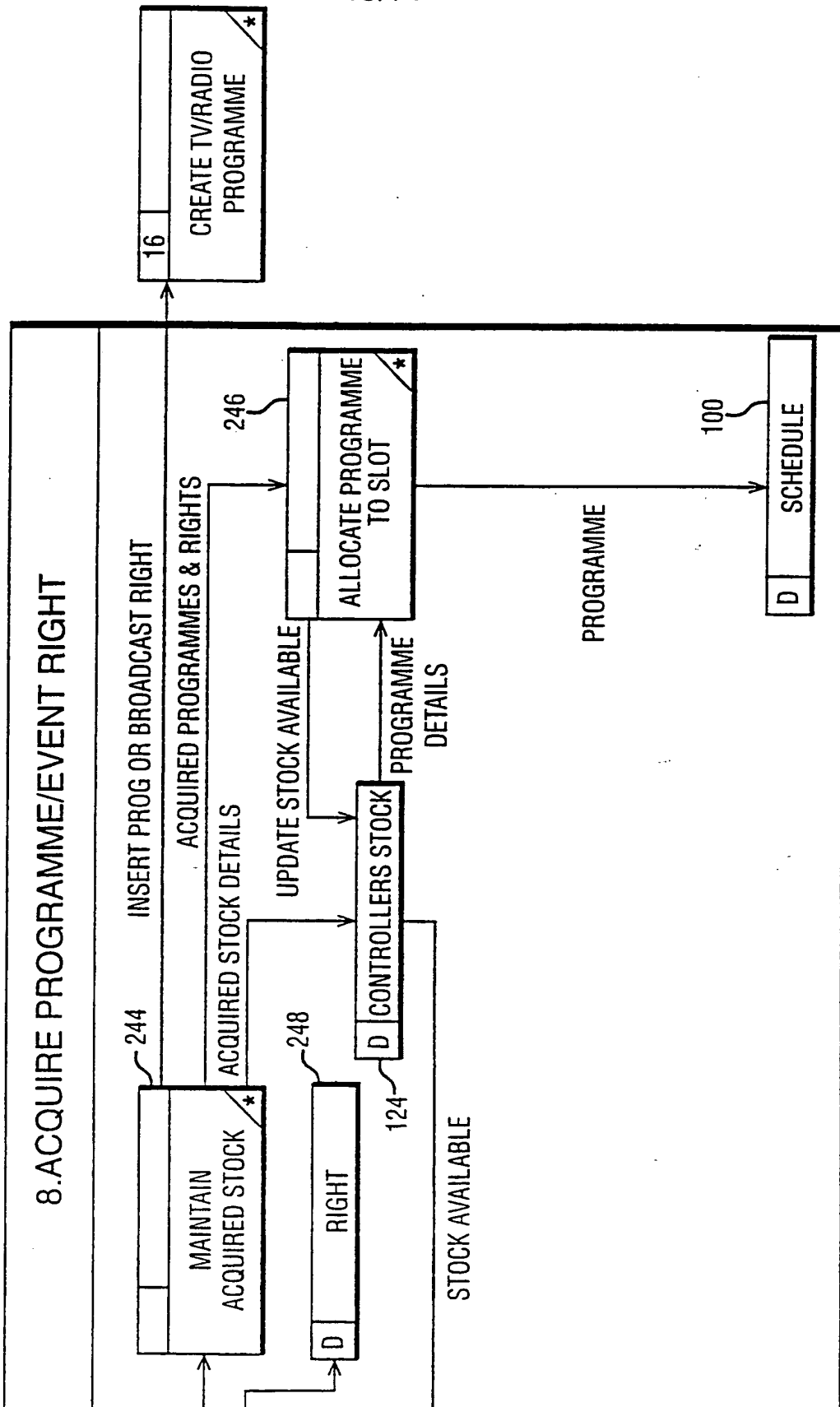
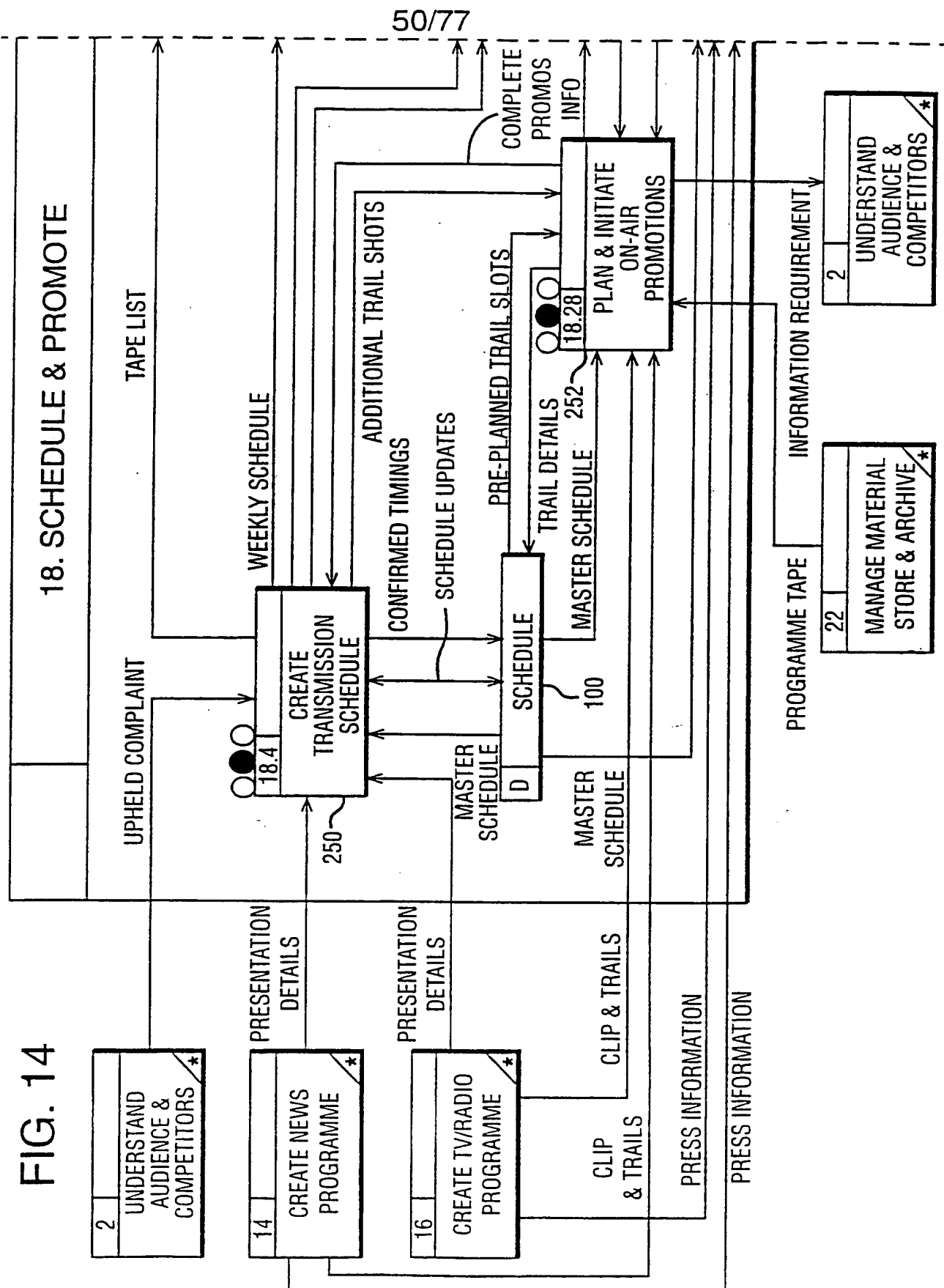


FIG. 13 (CONTD.)

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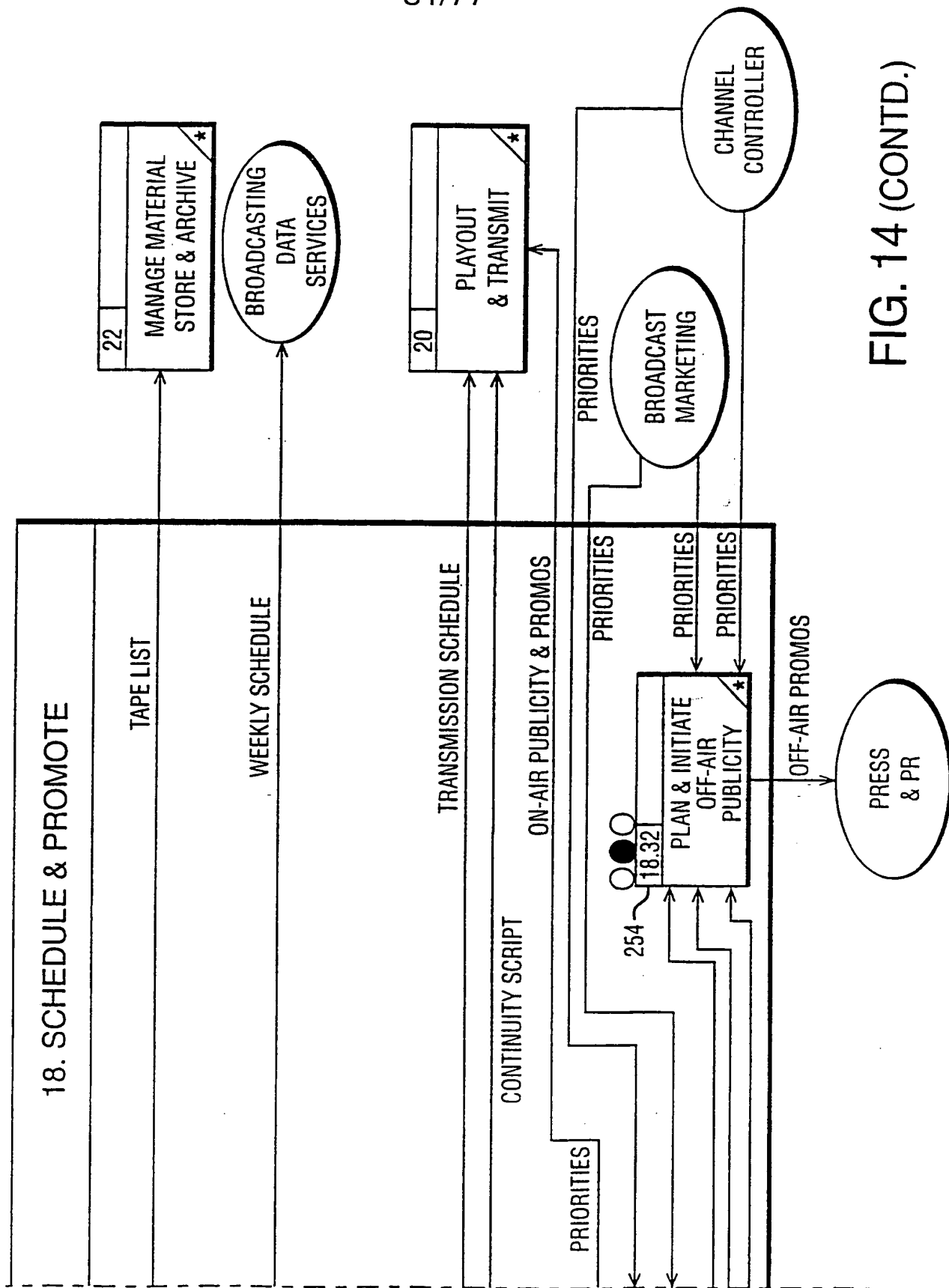


FIG. 14 (CONTD.)

FIG. 15

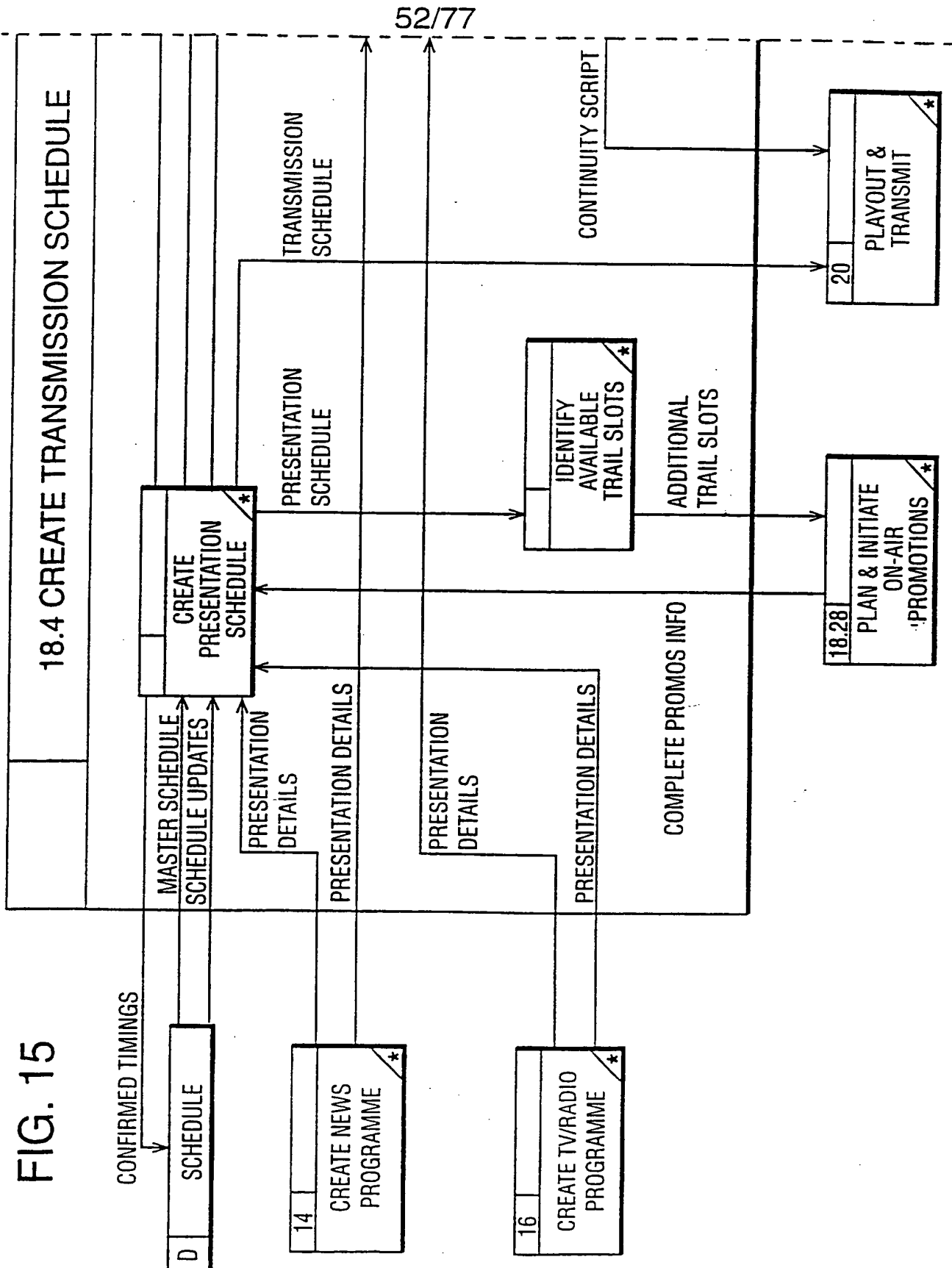
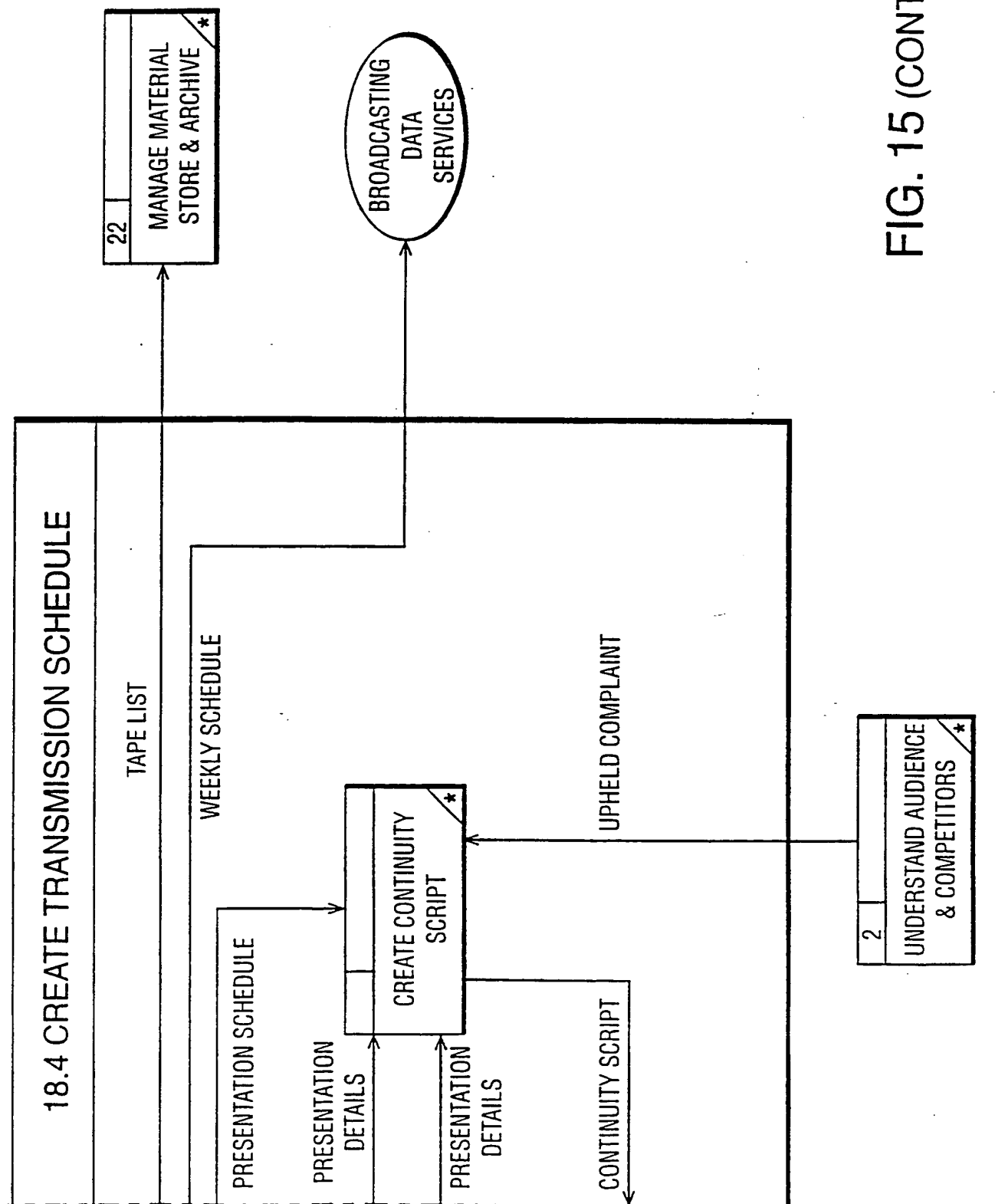
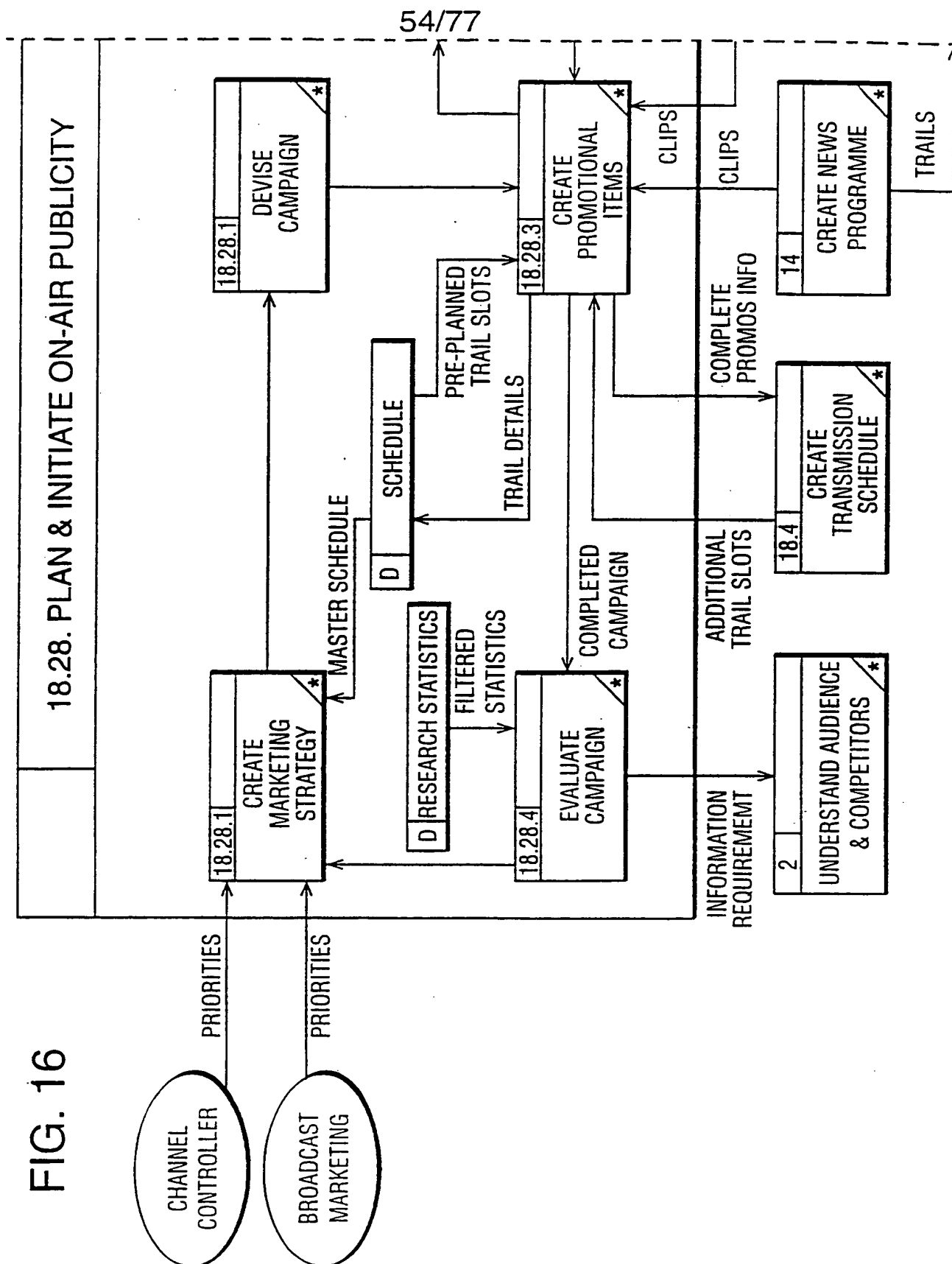
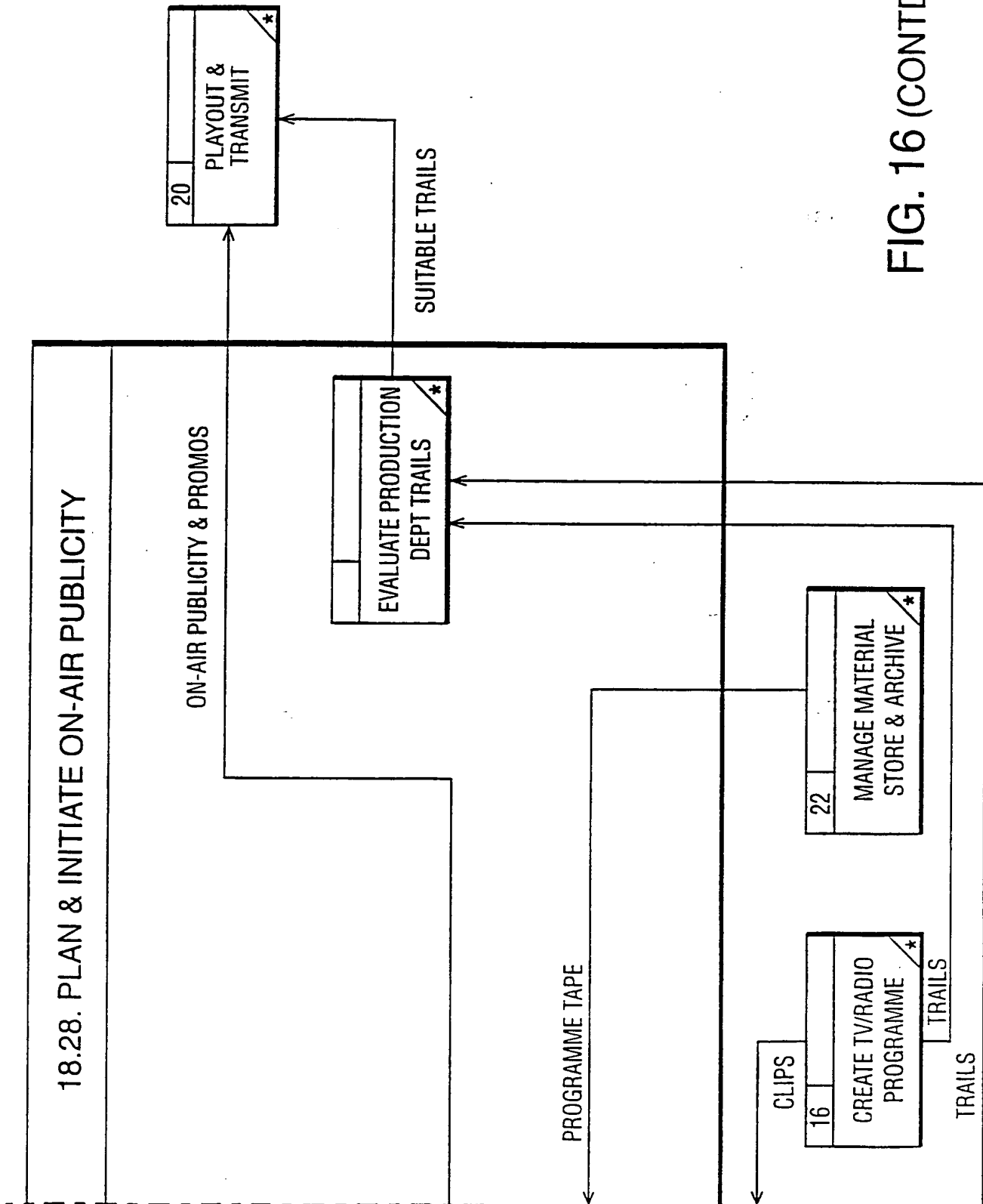


FIG. 15 (CONTD.)



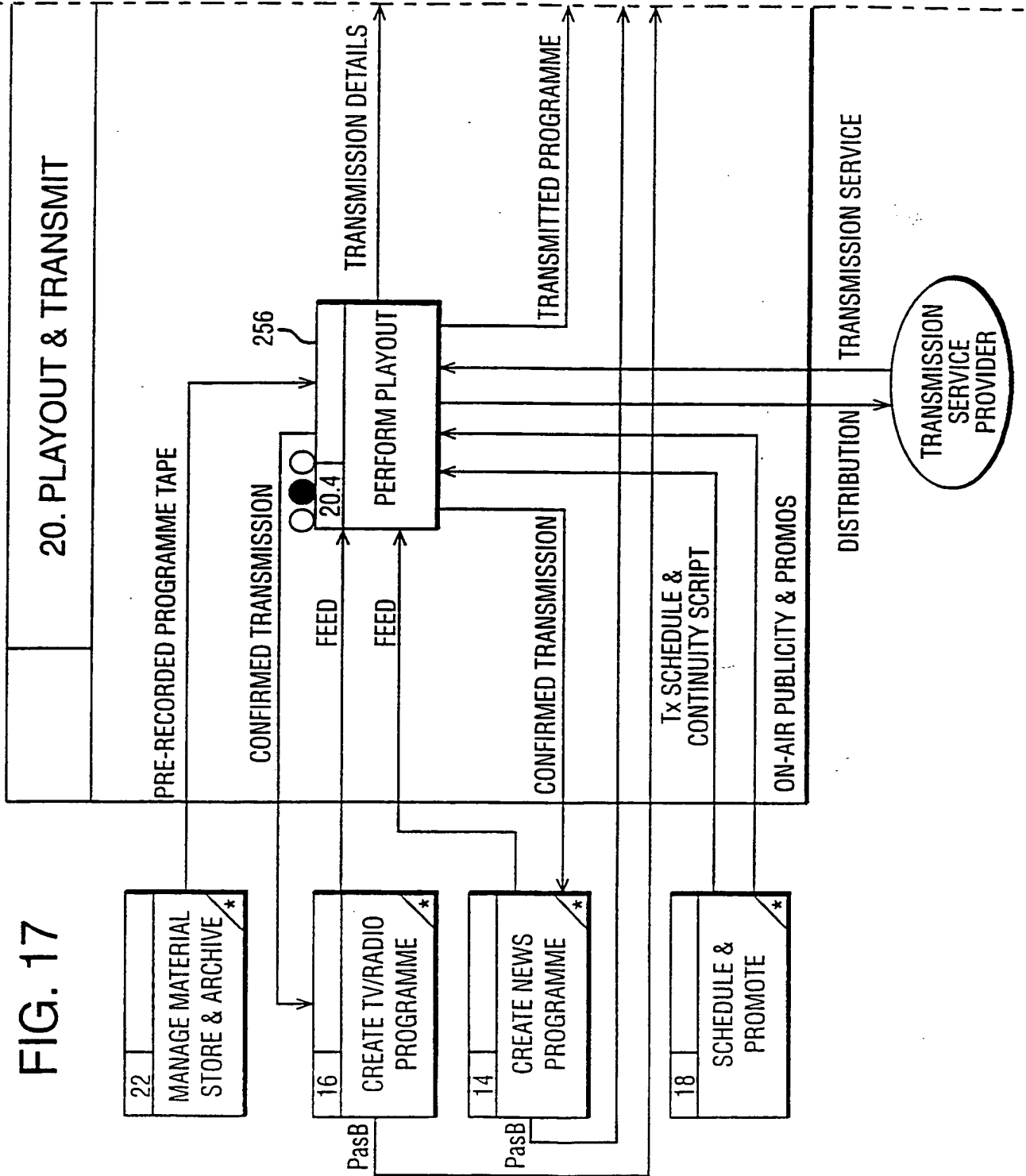
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FIG. 17



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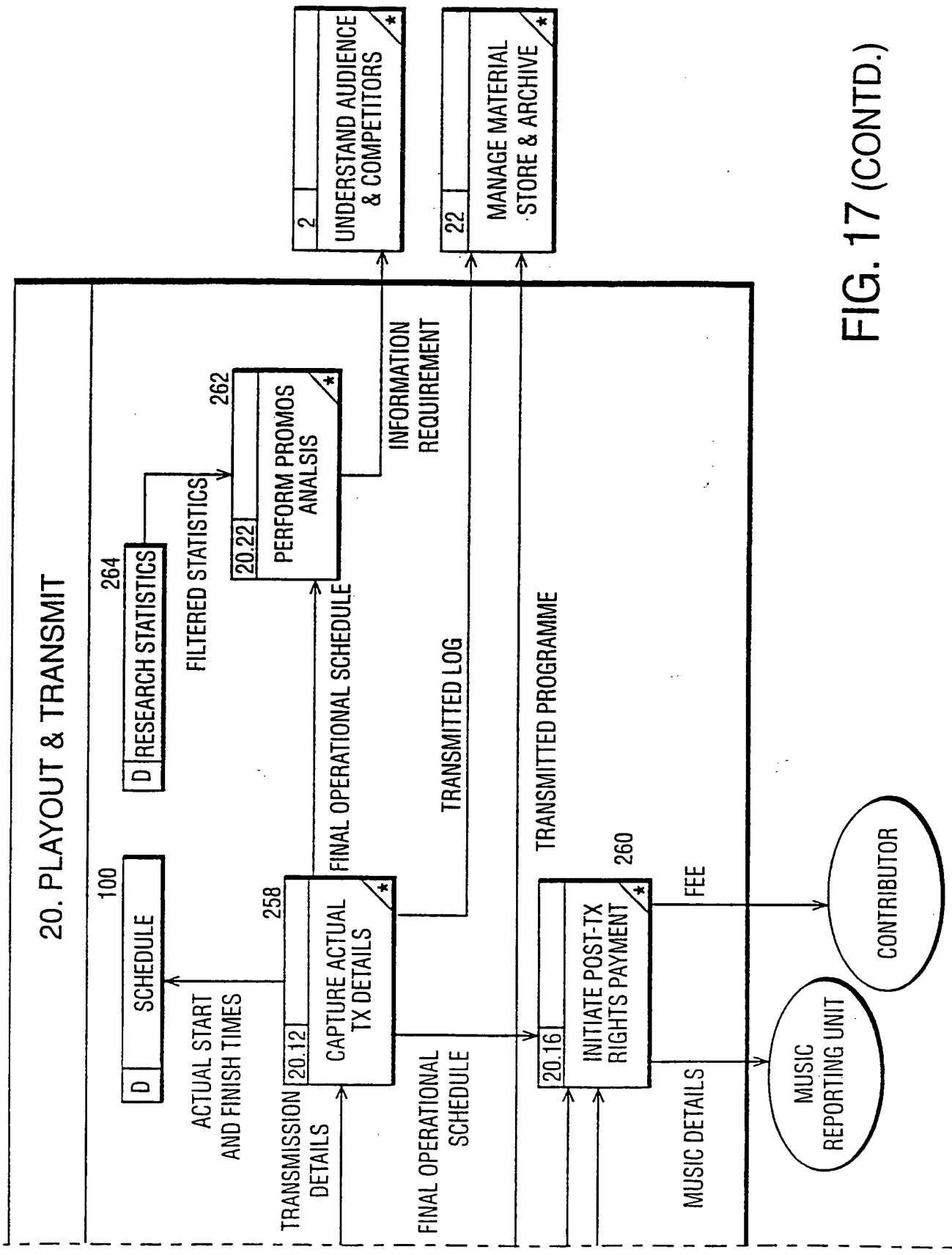


FIG. 17 (CONTD.)

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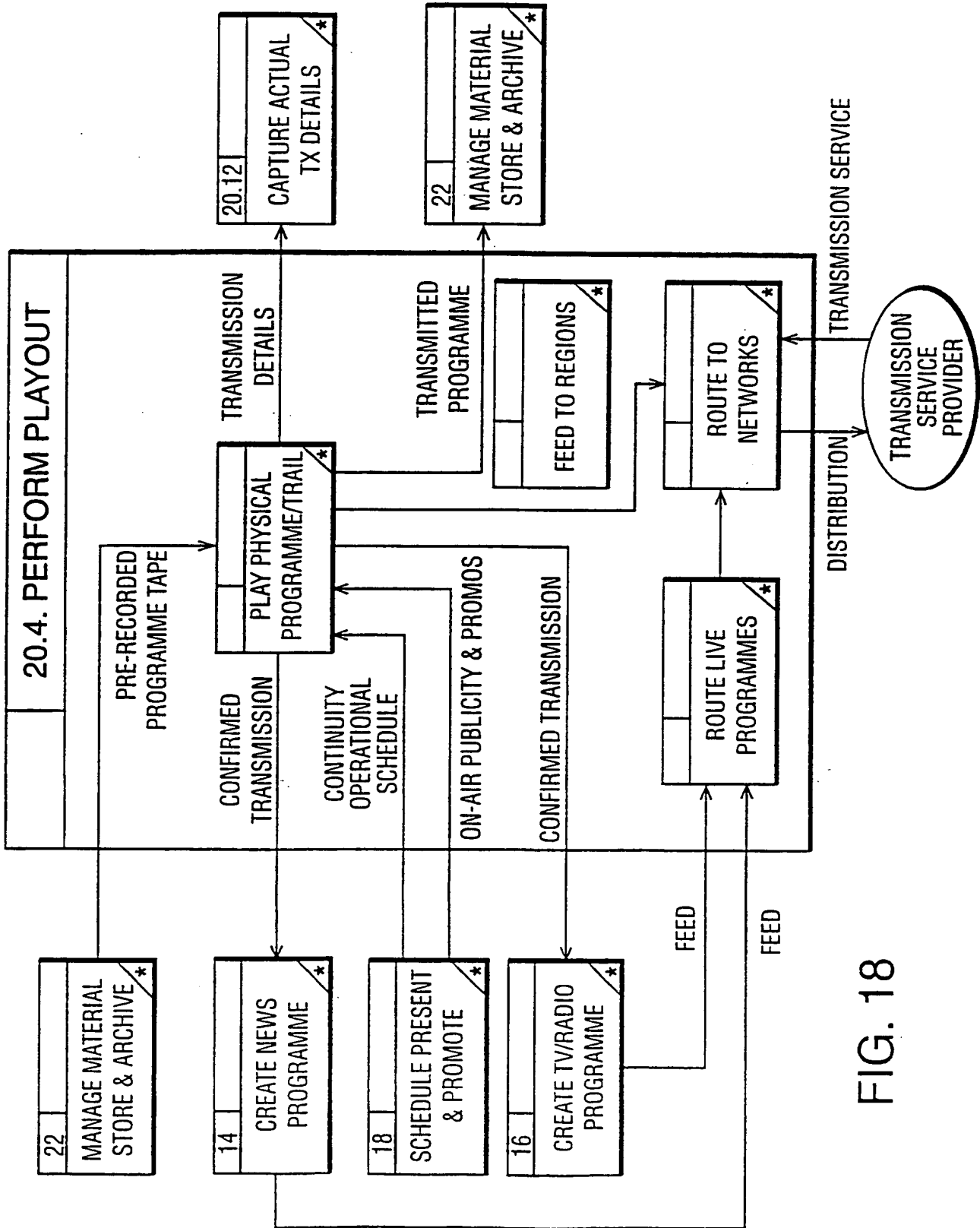
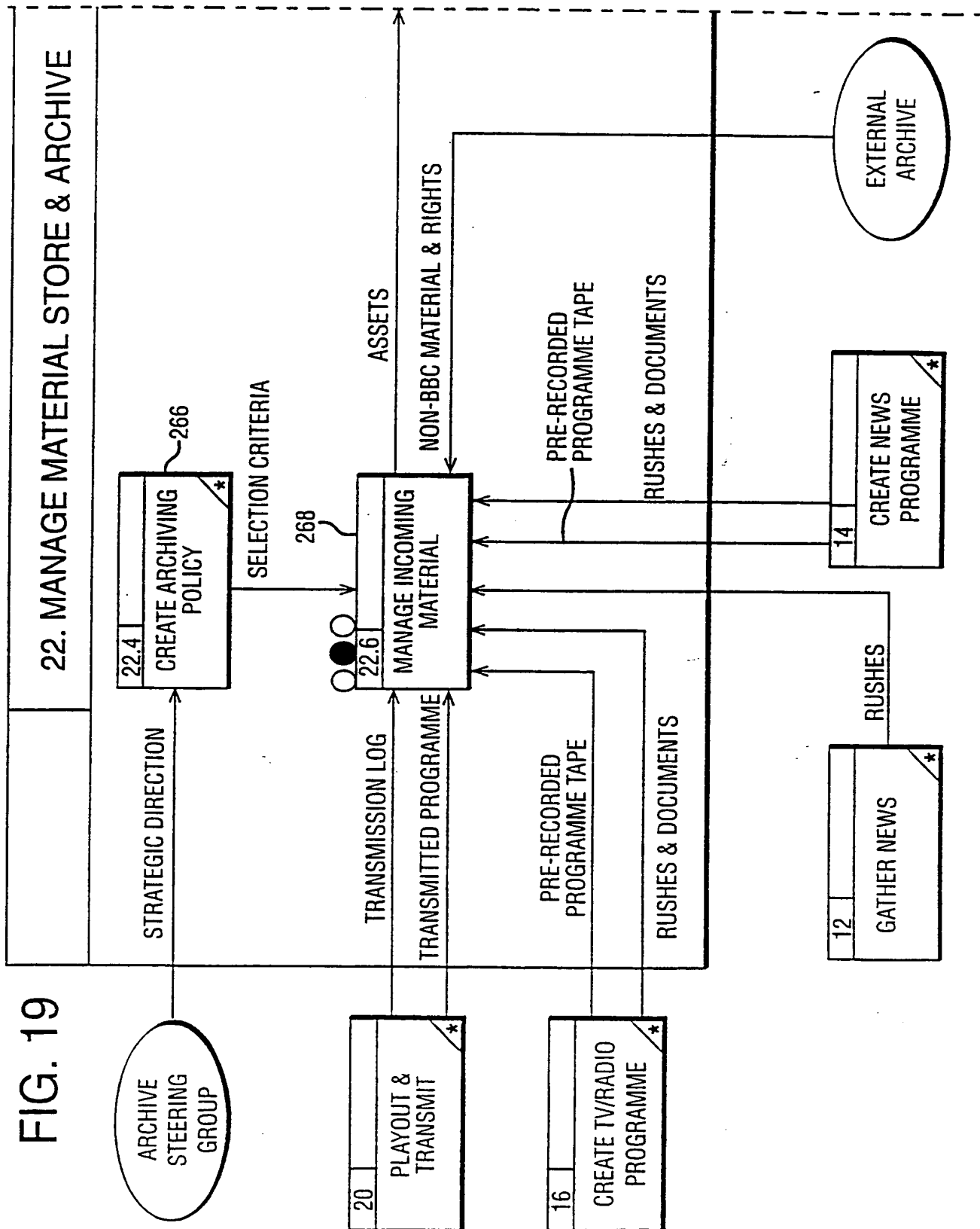


FIG. 18

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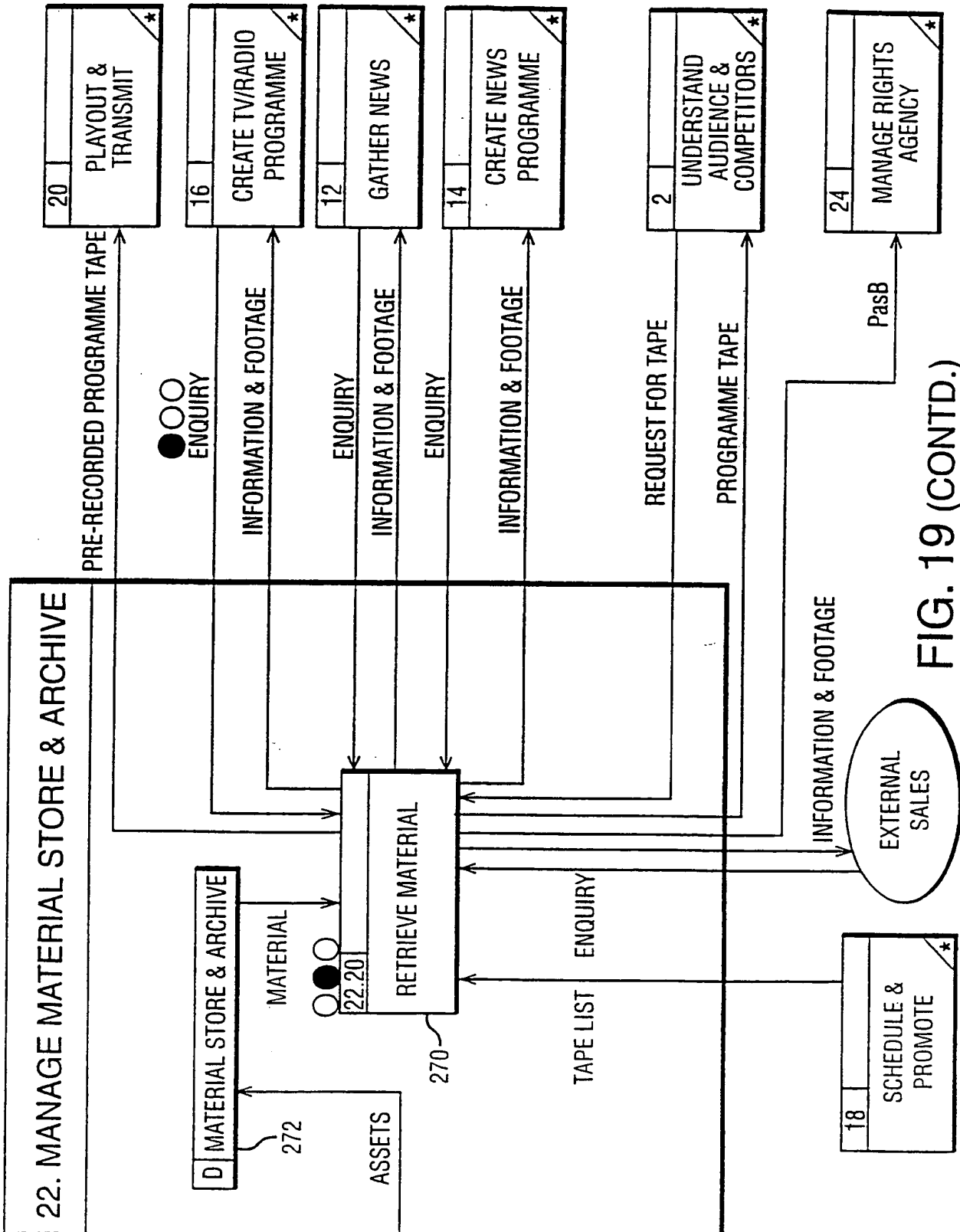
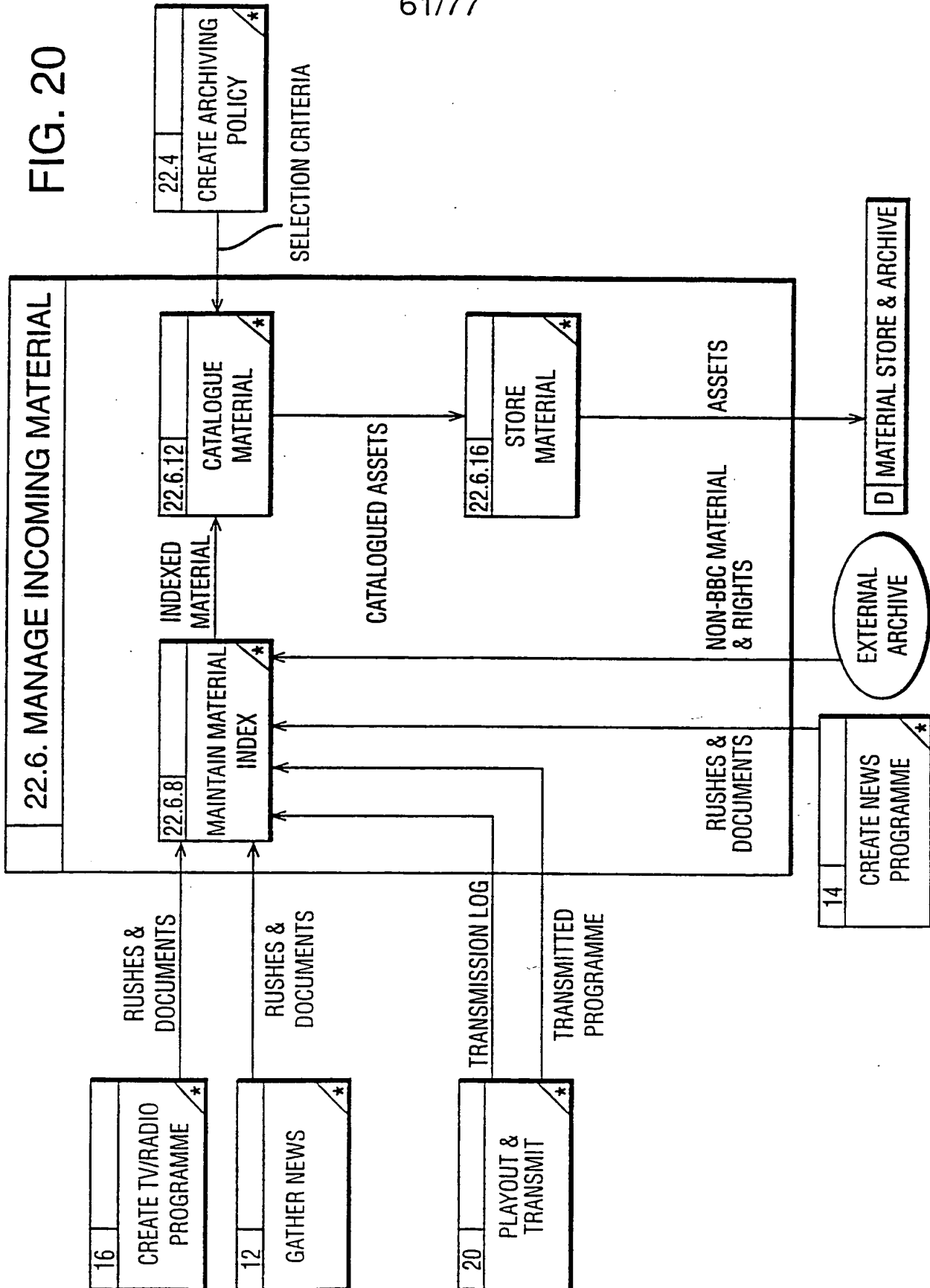


FIG. 19 (CONTD.)

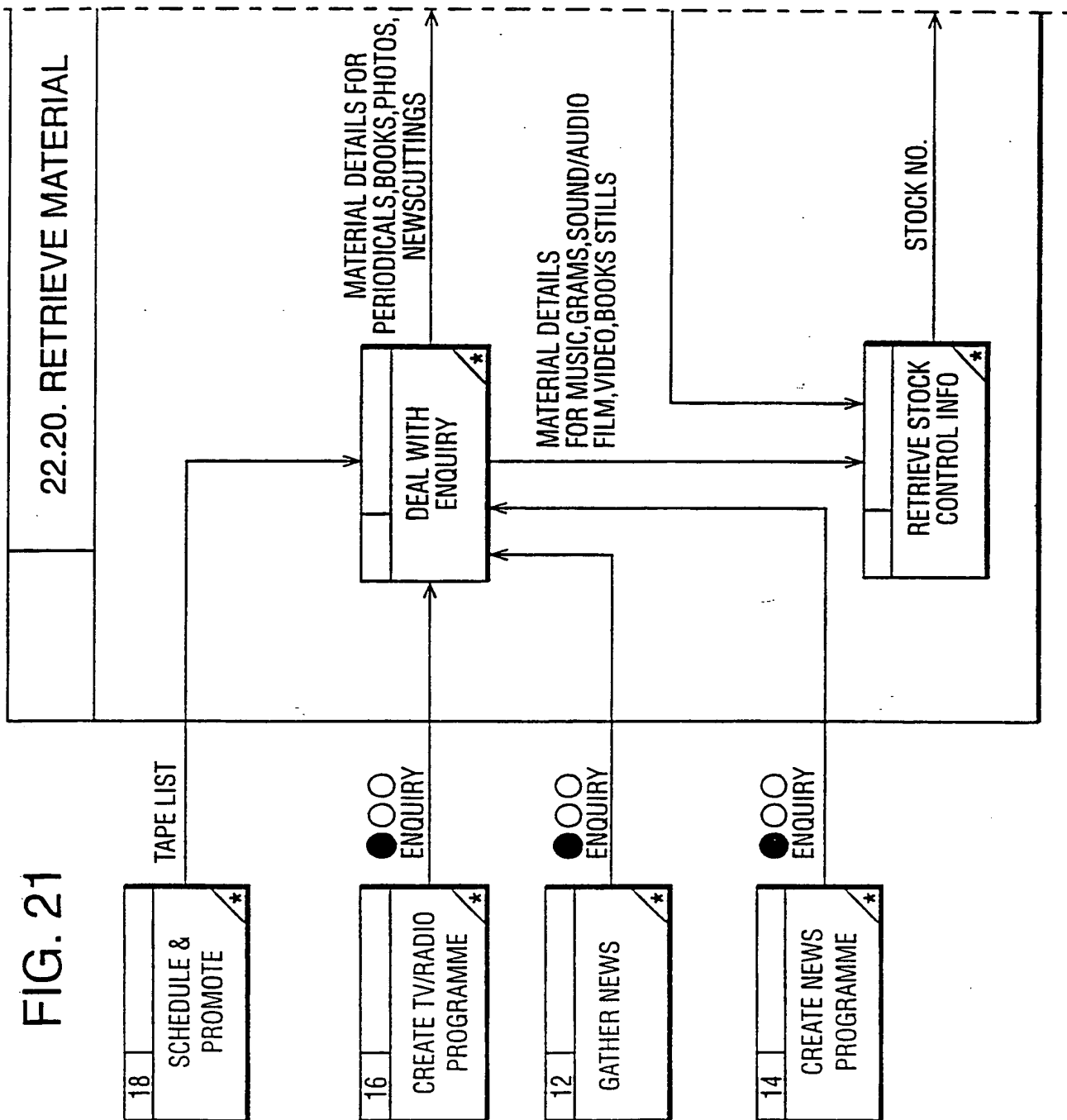
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FIG. 20



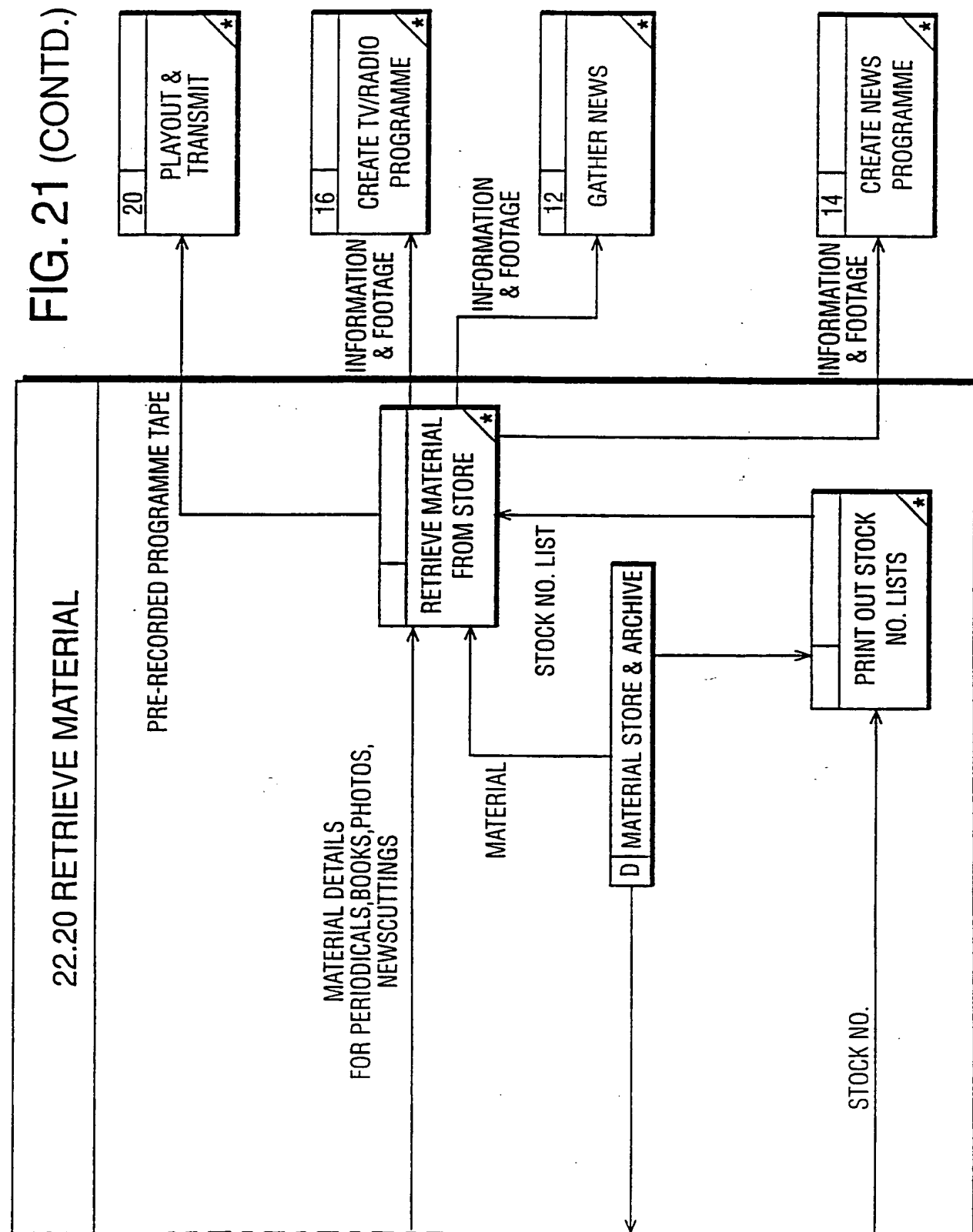
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FIG. 21



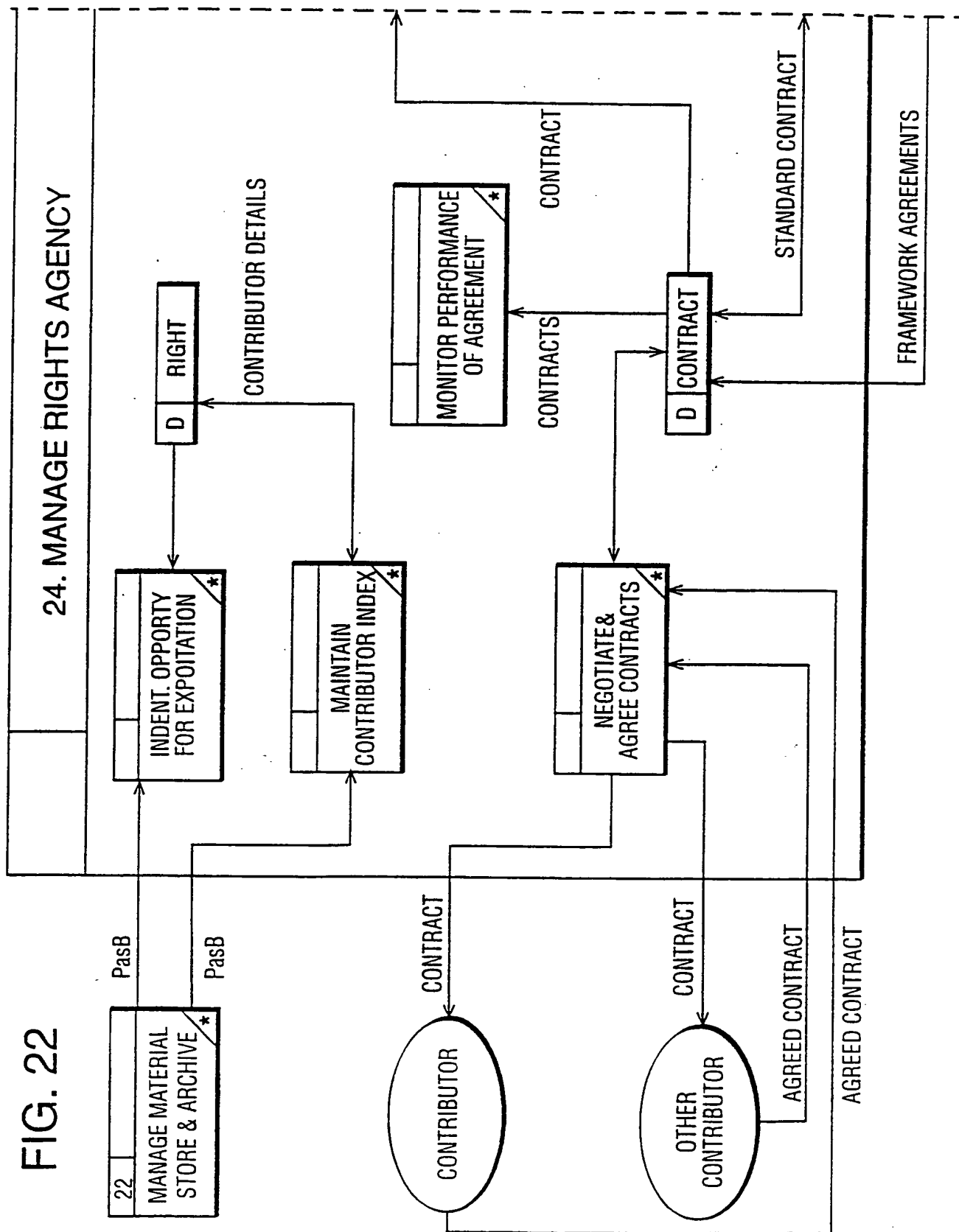
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FIG. 21 (CONTD.)



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FIG. 22



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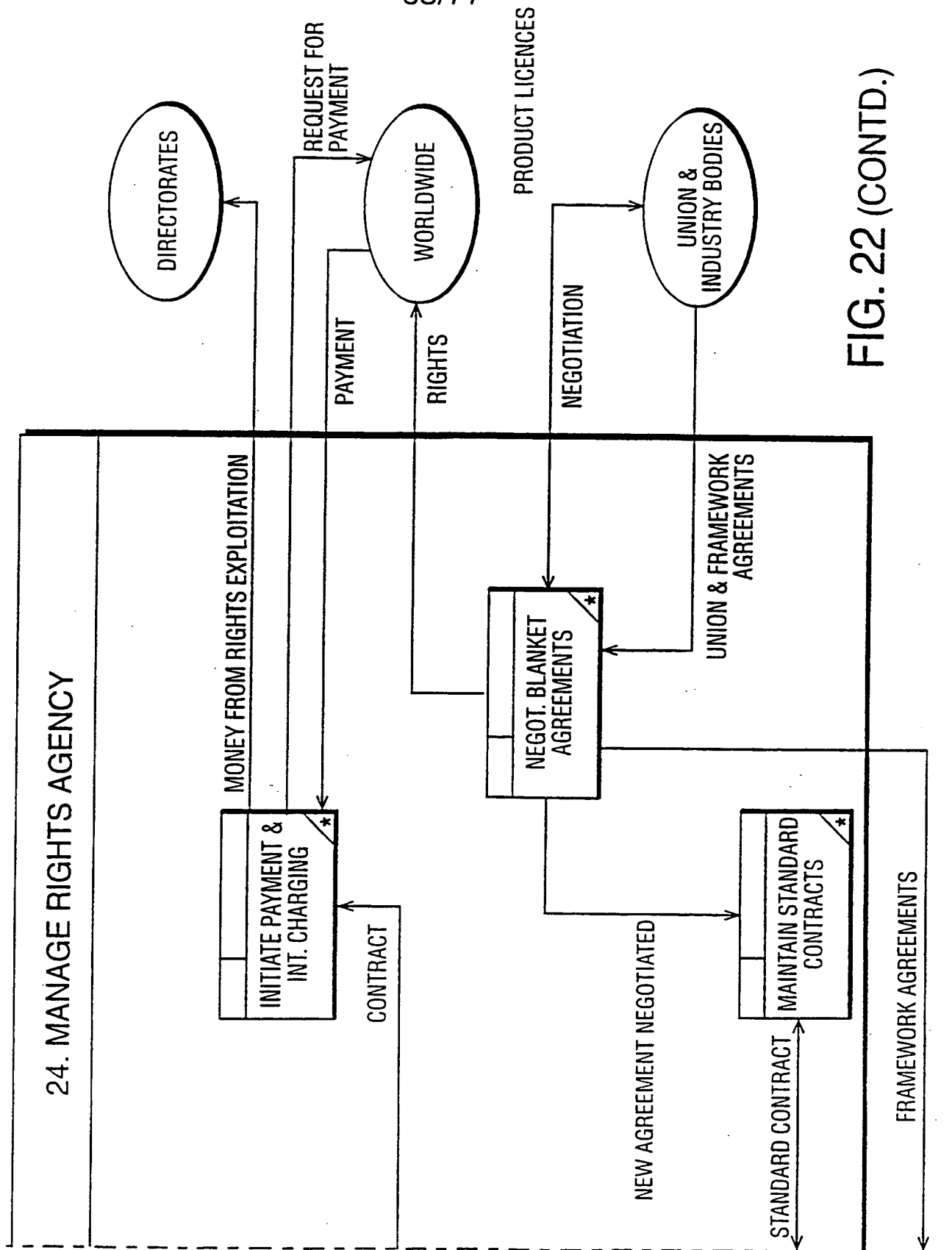
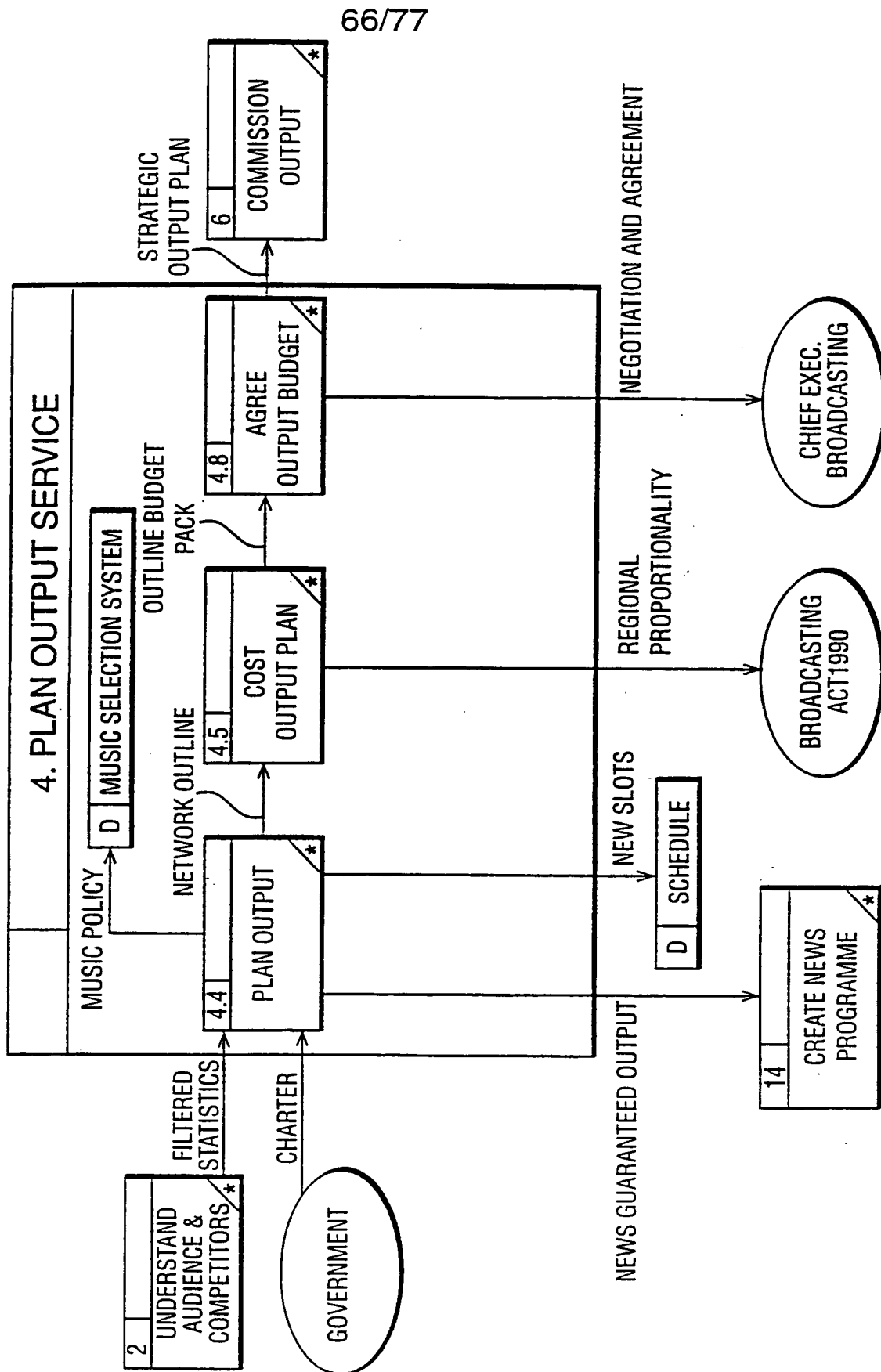


FIG. 22 (CONTD.)

FIG. 23

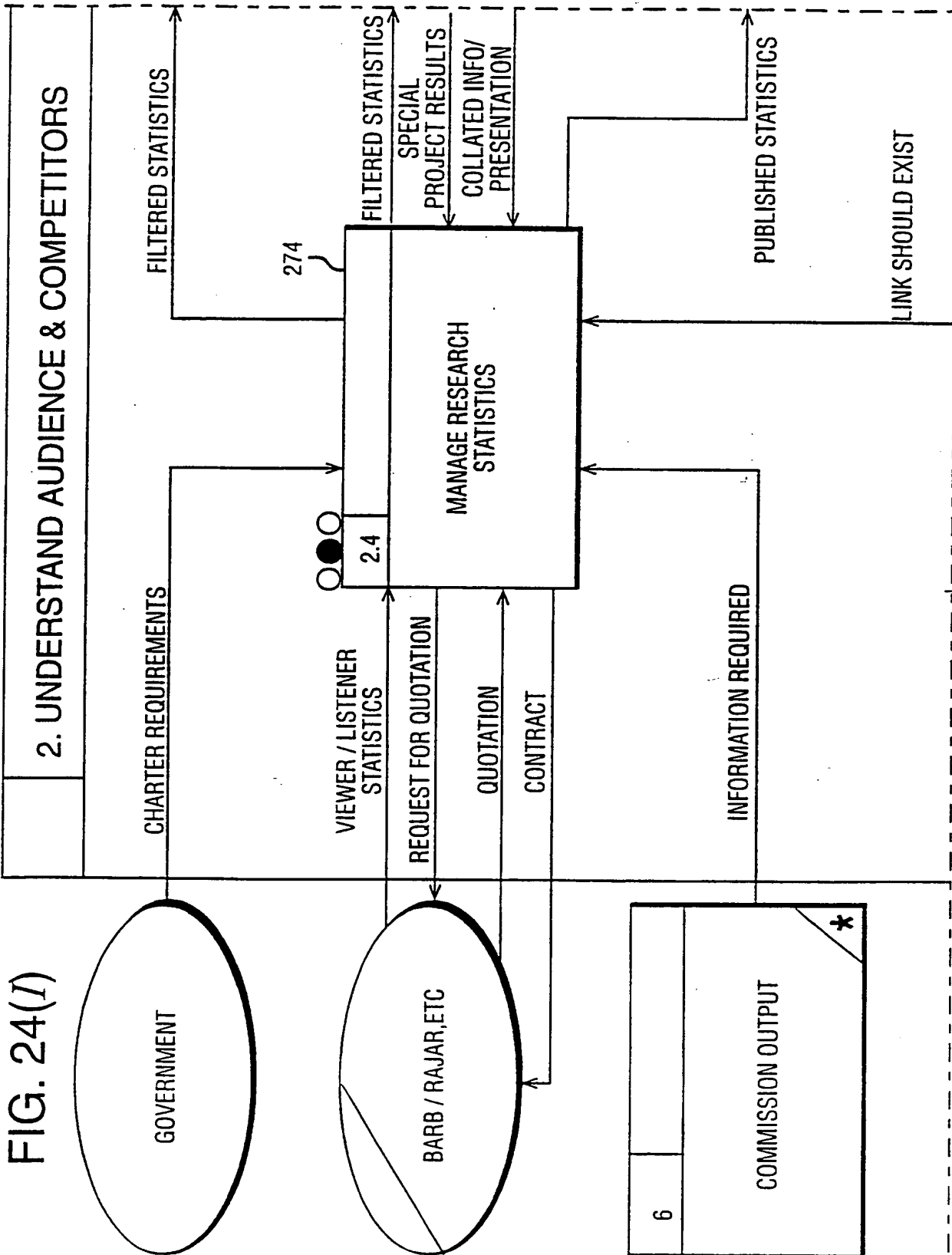


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FIG. 24

FIG. 24(I)	FIG. 24(II)
FIG. 24(III)	FIG. 24(IV)

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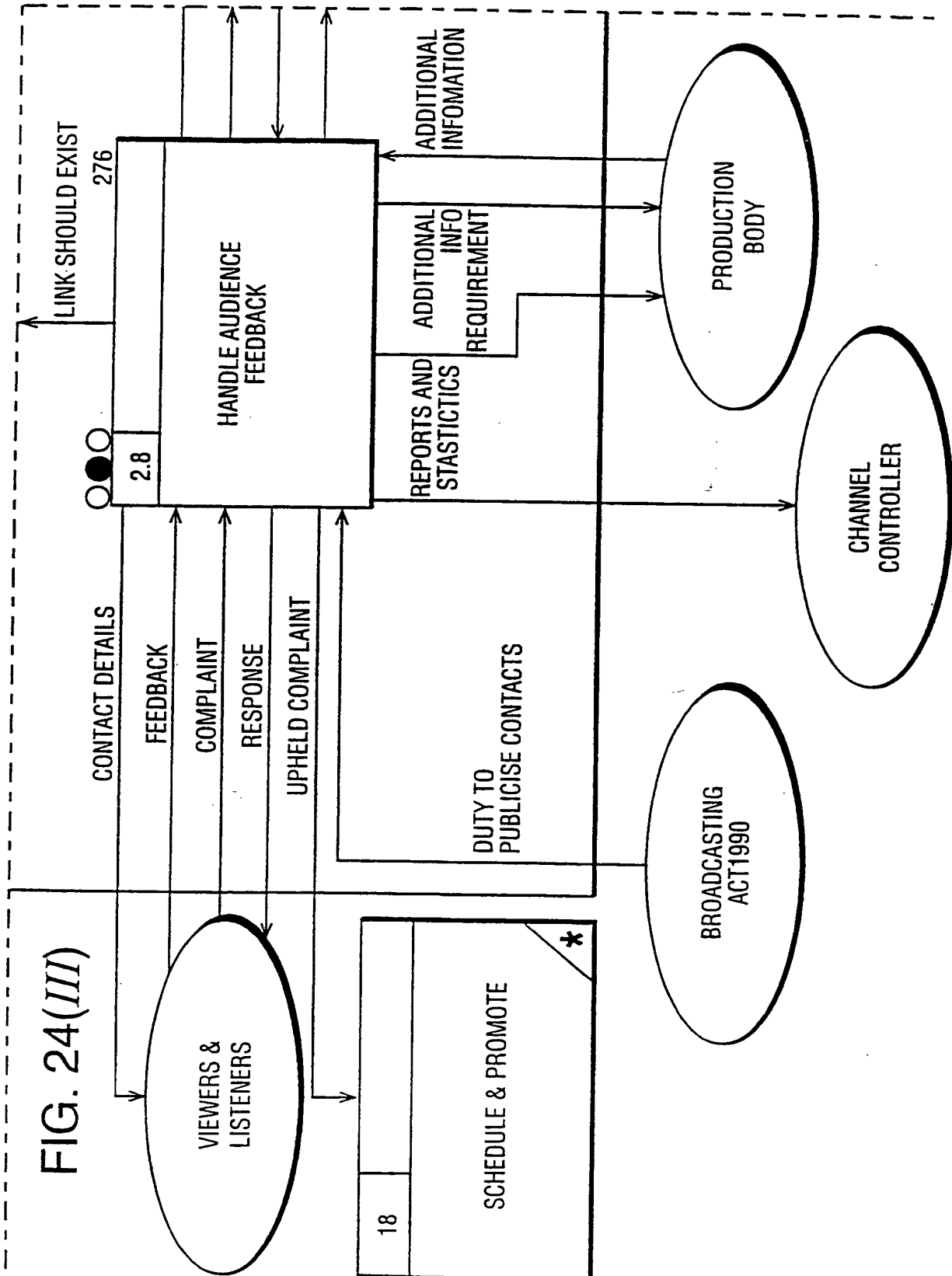
```

graph TD
    A[2. UNDERSTAND AUDIENCE & COMPETITORS] --> B[FILTERED STATISTICS]
    B --> C[SPECIAL PROJECT RESULTS]
    B --> D[COLLATED INFO/PRESENTATION]
    D --> E[PUBLISHED STATISTICS]
    D --> F[SERIOUS COMPLAINT]
    E --> G[ANNUAL REPORT]
    G --> H[BARB / RAJAR, ETC]
    F --> I[COMMISSION OUTPUT]
    C --> J[PLAN OUTPUT SERVICE]
    J --> K[4]
    I --> L[20]
    K --> M[PLAN OUTPUT SERVICE]
    L --> N[COMMISSION OUTPUT]
    M --> O[4]
    N --> P[20]
  
```

The diagram illustrates the Complaints Handling Process (FIG. 24(II)). It begins with the step '2. UNDERSTAND AUDIENCE & COMPETITORS', which leads to 'FILTERED STATISTICS'. From 'FILTERED STATISTICS', the process branches into 'SPECIAL PROJECT RESULTS' and 'COLLATED INFO/PRESENTATION'. 'COLLATED INFO/PRESENTATION' further branches into 'PUBLISHED STATISTICS' and 'SERIOUS COMPLAINT'. 'PUBLISHED STATISTICS' leads to 'ANNUAL REPORT', which then leads to 'BARB / RAJAR, ETC'. 'SERIOUS COMPLAINT' leads to 'COMMISSION OUTPUT'. 'SPECIAL PROJECT RESULTS' leads to 'PLAN OUTPUT SERVICE'. Both 'PLAN OUTPUT SERVICE' and 'COMMISSION OUTPUT' have a small box with the number '4' and a star symbol.

FIG. 24(II)

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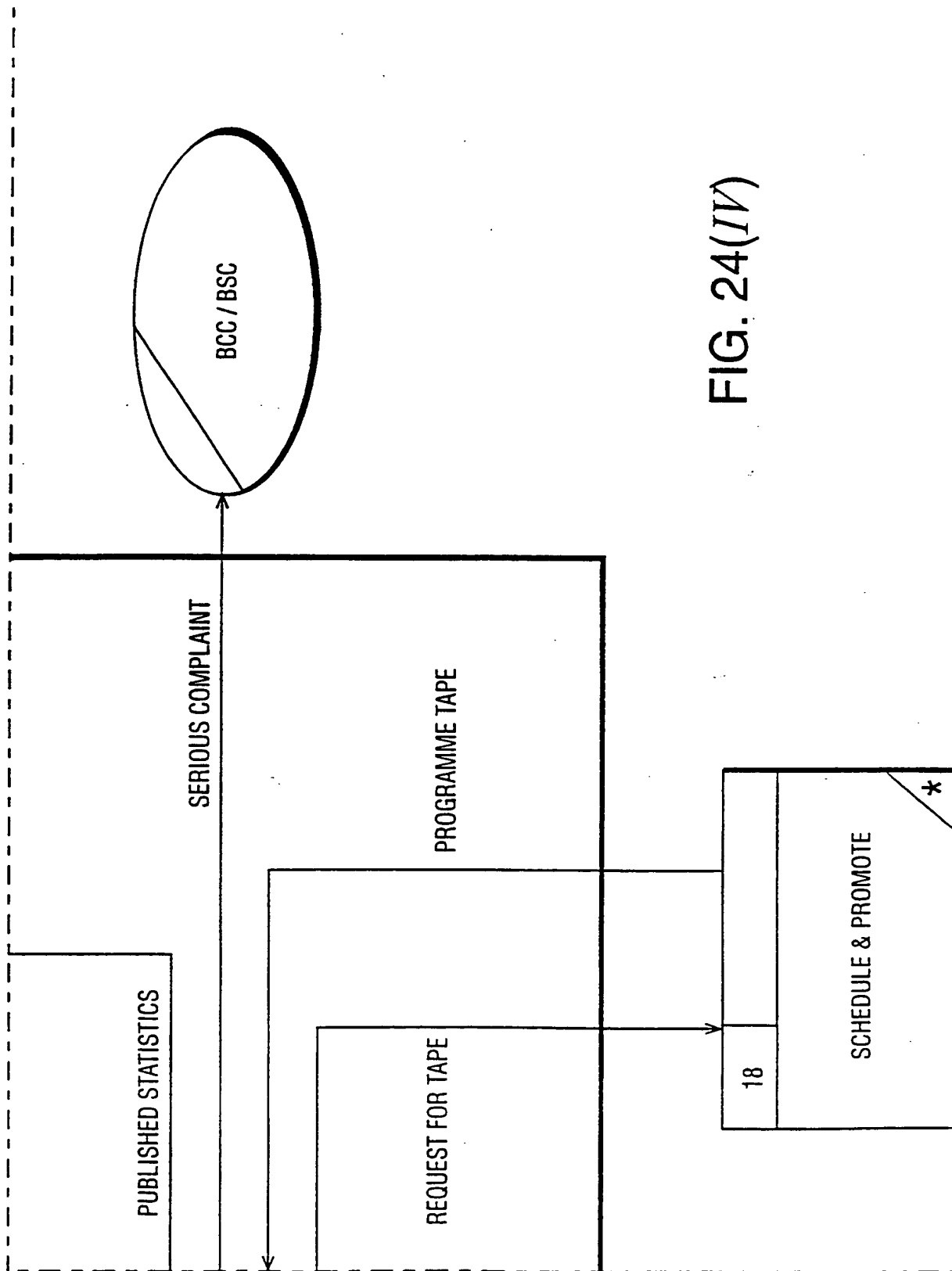
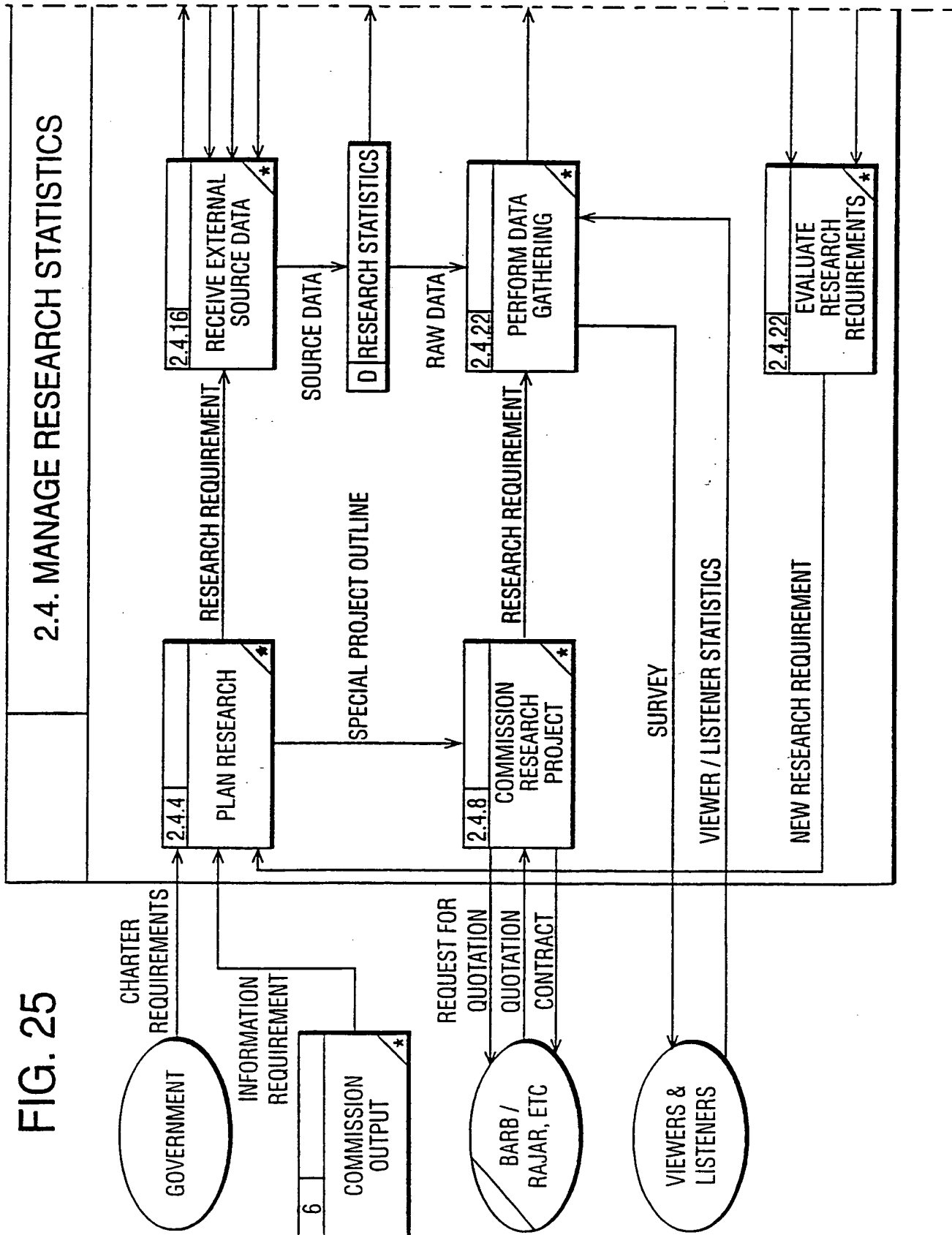


FIG. 24(IV)

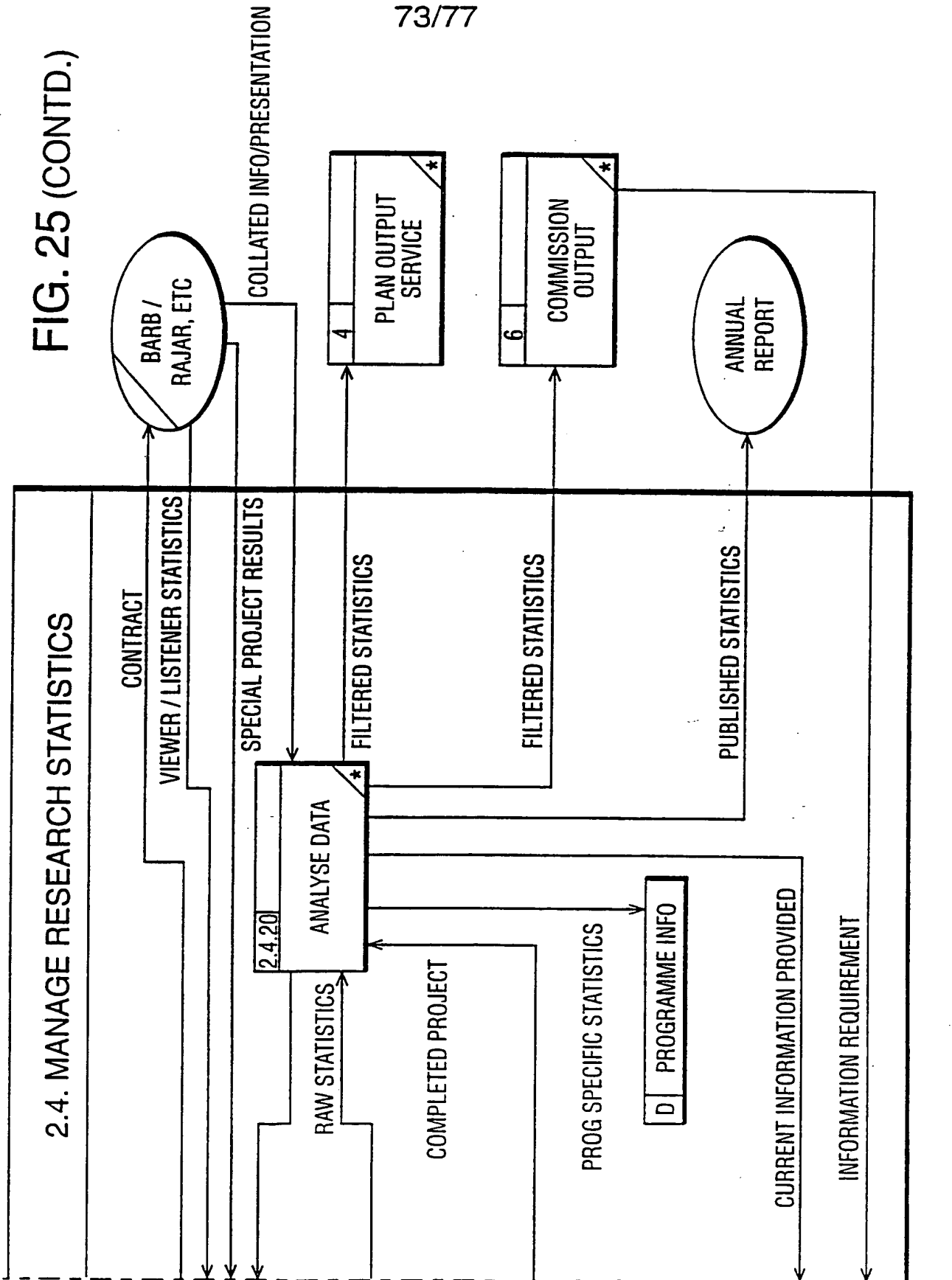
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FIG. 25



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FIG. 25 (CONTD.)



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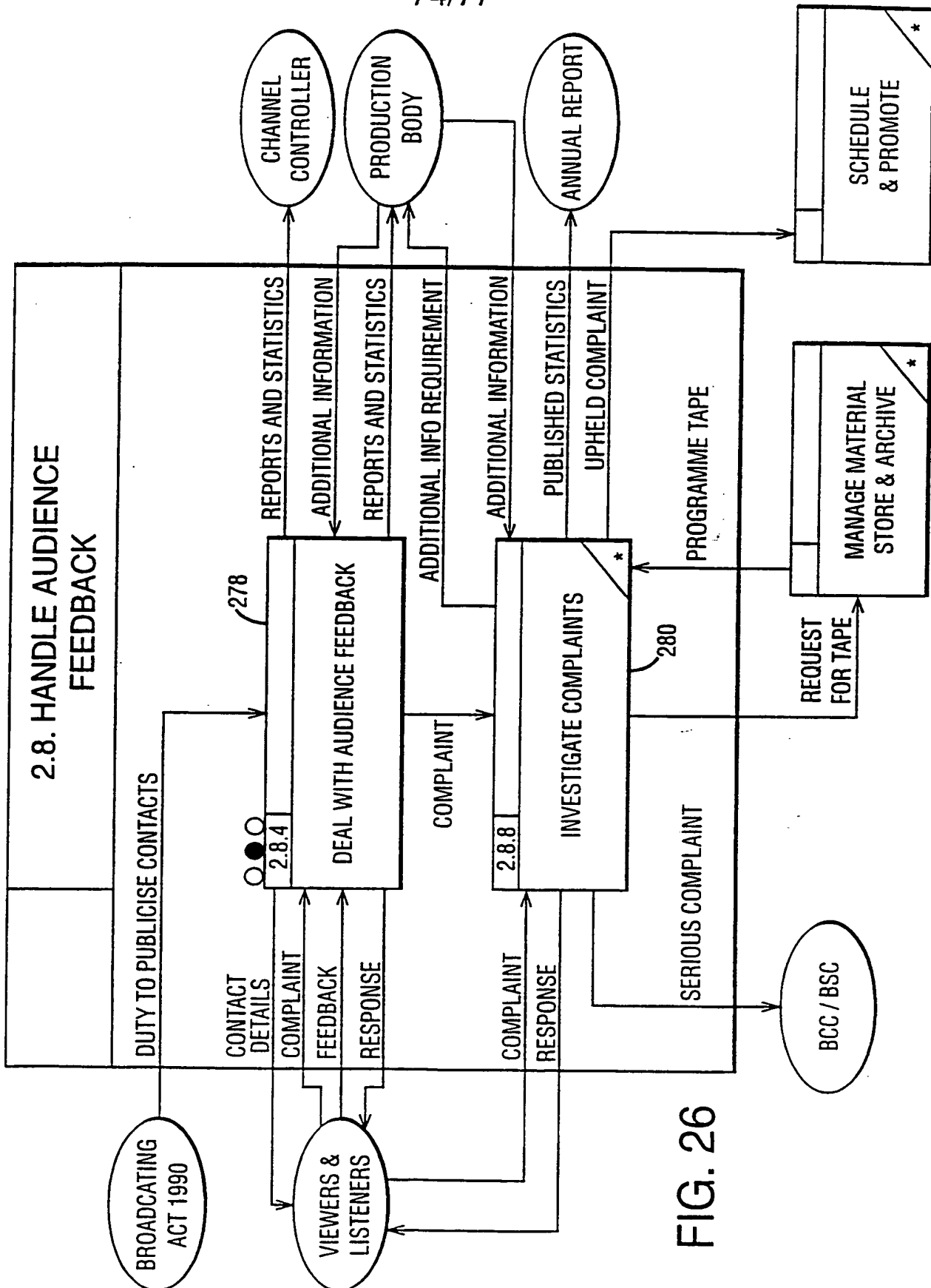
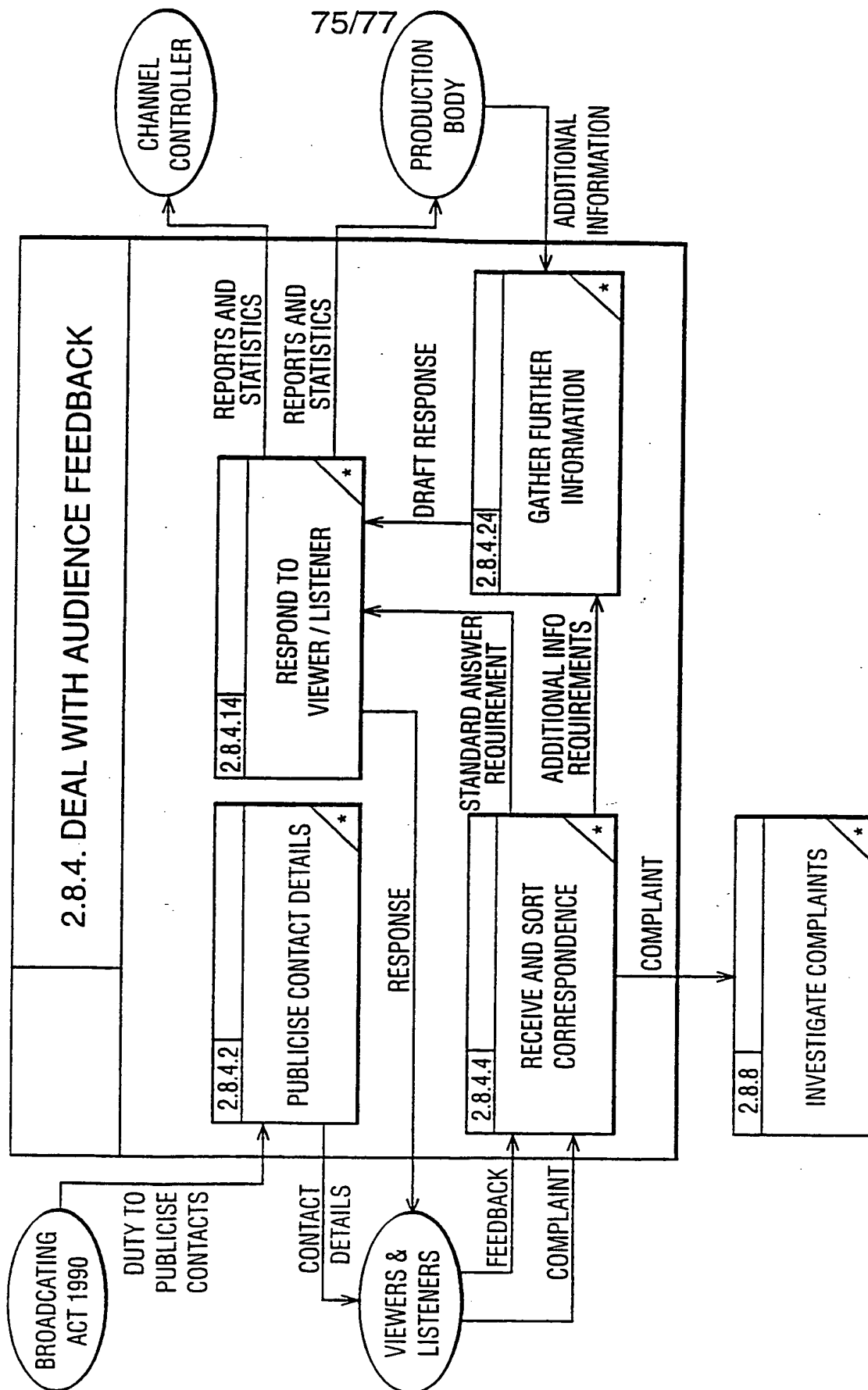


FIG. 26

FIG. 27



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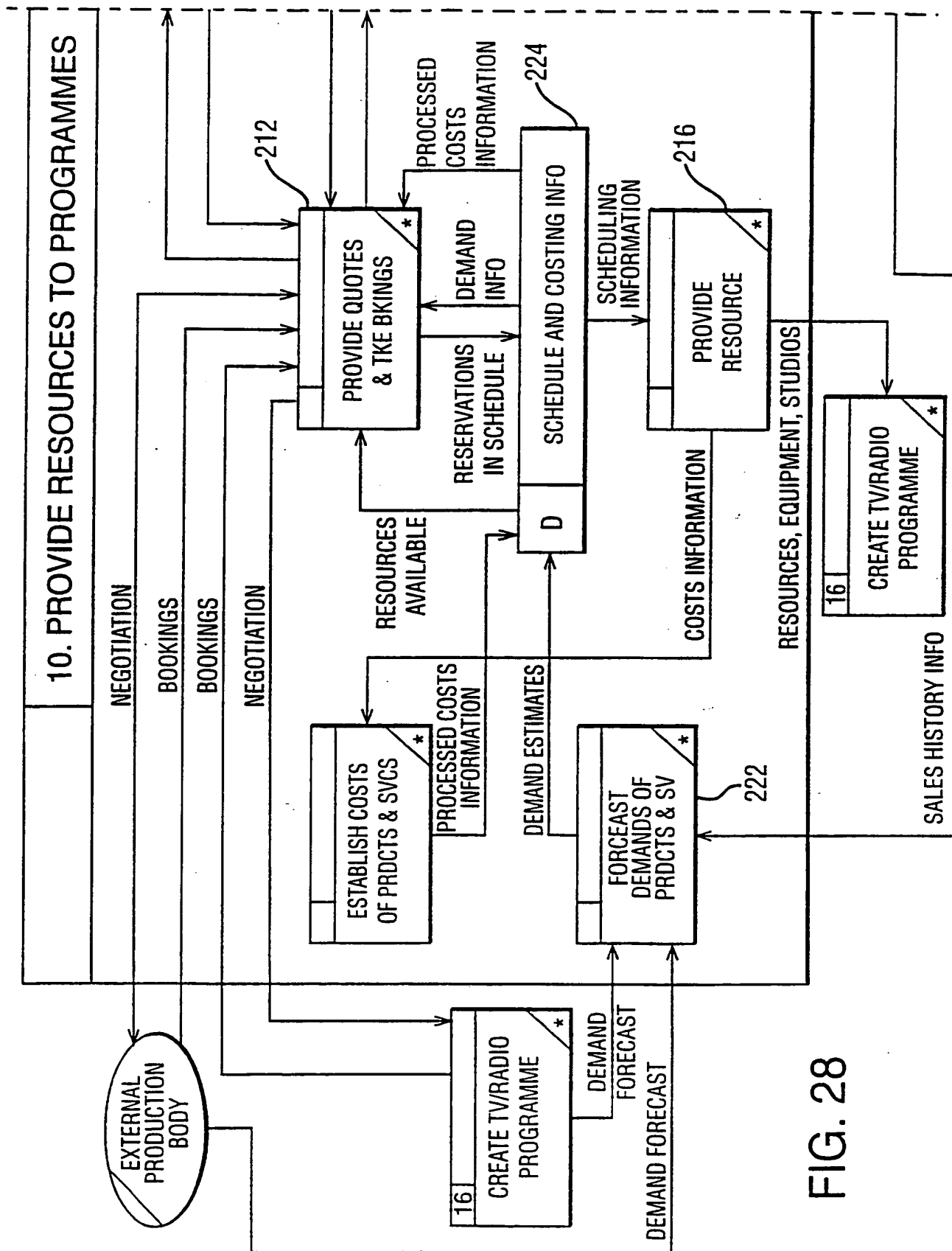


FIG. 28

SUBSTITUTE SHEET (RULE 26)

